



# NCMA<sup>Q&As</sup>

National Certified Medical Assistant

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### QUESTION 1

What type of booking or scheduling is used if a medical assistant brings multiple patients into the office at the top an hour to see their health care professional and they are seen on a first come, first served basis?

- A. Double booking
- B. Wave scheduling
- C. Standard procedure
- D. Time-specific scheduling

Correct Answer: B

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### QUESTION 2

Good team members \_\_\_\_\_.

- A. focus on their tasks and not on some lofty goal.
- B. do not communicate with or interfere with others.
- C. do their job well without helping others with theirs.
- D. accept responsibility and accountability.

Correct Answer: D

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### QUESTION 3

Which vaccine should all medical workers who will be exposed to blood or other bodily fluids be given in the course of their work?

- A. HIV
- B. Smallpox
- C. Rubella
- D. Hepatitis B

Correct Answer: D

Hepatitis B is one of the most common diseases for health workers to contract through patient contact.

If you have not received the vaccination you should ask your physician for it immediately.

The full course of three vaccinations should ensure lifelong immunity to hepatitis B, although it may be advisable to have your immunity checked at intervals to see if you need a booster shot.



#### QUESTION 4

When using a pain scale to take a patient history, nagging pain that doesn't really impose on general life or activities should be categorized as \_\_\_\_\_.

- A. 0
- B. 1?
- C. 4?
- D. 7?0

Correct Answer: B

Pain scales are often used in patient histories, particularly for patients with chronic pain, but often they are not clearly defined or explained to the patient. Generally, no pain is zero, nagging pain which doesn't impose on general life is 1 to 3, moderate pain which affects daily activities is 4 to 6, severe pain which greatly restricts activity is 7 or 8 and excruciating pain which leaves the patient disabled, screaming and possibly delirious is 9 to 10.

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#### QUESTION 5

Which of the following should a medical assistant do when a patient calls to cancel an appointment?

- A. Have the doctor call them to reschedule the appointment.
- B. Inform them that their appointment cannot be rescheduled.
- C. Tell the patient the office is too busy to reschedule the appointment.
- D. Process the cancellation and talk to the patient about rescheduling.

Correct Answer: D

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