



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

National Certified Medical Assistant

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### QUESTION 1

Which of these is the only element that is not a vital part of an appointment matrix?

- A. Room availability
- B. Staff availability
- C. Patient billing details
- D. Catch up times

Correct Answer: C

The appointment matrix should display room availability, staff availability (and unavailability, e.g. holiday times) and should have built-in catch up times to make up for any overruns during the day. A well-run appointment matrix minimizes the chances of patients arriving and no doctor or room being available for them to be seen.

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### QUESTION 2

Drugs designed for pain relief are designated \_\_\_\_\_.

- A. Antiseizure
- B. Anti-convulsive
- C. Analgesic
- D. Anti-infective

Correct Answer: C

Analgesic drugs are used for pain management.

Analgesics can range from mild, e.g. aspirin, to extremely strong, e.g. opiate drugs.

They may be either narcotic or nonnarcotic.

Care must be taken with all analgesic drugs as they can be damaging or fatal in overdose and many can be addictive.

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### QUESTION 3

If a patient makes his/her condition worse by ignoring medical advice, that may be considered \_\_\_\_\_.

- A. Patient negligence
- B. Contributory negligence
- C. Patient malpractice



D. Secondary malpractice

Correct Answer: B

When a patient ignores medical advice, for example does not take prescribed drugs, and so makes his/her condition worse, that may be considered contributory negligence. This means some responsibility for the deterioration lies with the patient, and may count in favor of a medical practitioner in a lawsuit.

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#### QUESTION 4

What must you follow in dealing with a blood sample if you are involved in drug testing?

- A. The chain of custody
- B. Law enforcement instructions
- C. Patient instructions
- D. None of these

Correct Answer: A

The chain of custody dictates the way in which a sample will be taken and how it will be guarded against tampering before, during and after testing. Make sure you know the regulations in place and follow them closely, otherwise you may be called upon to explain why you did not.

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#### QUESTION 5

A palpation examination is performed by \_\_\_\_\_.

- A. Feeling
- B. Striking
- C. Looking
- D. Drawing fluid

Correct Answer: A

Palpation means to feel for lumps and abnormalities with the fingers, for example feeling to see if any organs are swollen.

A palpation examination should be undertaken with great care for the sensitivities of the patient, and what you are doing should be carefully explained beforehand.