

Free CMA Practice Test 200 Questions

1. A 27-year-old patient arrives 15 minutes late for a routine physical exam. The schedule is fully booked, and the physician is already running behind. What is the BEST first step for the medical assistant?

- A. Tell the patient to reschedule for another day
- B. Squeeze the patient in without informing the provider
- C. Inform the provider and ask how to adjust the schedule
- D. Ask the patient to wait until the end of the day without explanation

Correct Answer: C. Inform the provider and ask how to adjust the schedule

2. While rooming a patient, the medical assistant notices a strong odor of alcohol on the patient's breath. The patient is here for a fasting blood glucose test and denies drinking. What is the MOST appropriate action?

- A. Continue with the test and document nothing
- B. Document the observation and notify the provider
- C. Cancel the test and send the patient home
- D. Ignore the odor since the patient denied drinking

Correct Answer: B. Document the observation and notify the provider

3. A patient hands the medical assistant a written complaint about a billing issue. What should the medical assistant do FIRST?

- A. Place it in the trash if it seems minor
- B. Hand it directly to the physician in front of the patient
- C. Follow office policy for routing written complaints to the office manager
- D. Tell the patient to mail the complaint to their insurance company

Correct Answer: C. Follow office policy for routing written complaints to the office manager

4. Which of the following is an example of open-ended questioning to obtain a patient history?

- A. "Are you taking your medication, yes or no?"
- B. "Does it hurt when you breathe?"
- C. "Tell me more about when your symptoms started."
- D. "Is the pain sharp?"

Correct Answer: C. Tell me more about when your symptoms started.

5. A 9-year-old child is in the office for an immunization and appears very anxious, clinging to the parent. What is the BEST approach?

- A. Tell the child, "It won't hurt at all."
- B. Allow the child to watch the injection closely
- C. Speak calmly at the child's eye level and explain in simple terms
- D. Restrain the child immediately to complete the injection quickly

Correct Answer: C. Speak calmly at the child's eye level and explain in simple terms

6. In the medical record, which abbreviation is NOT appropriate because it can easily be misinterpreted?

- A. PO
- B. PRN
- C. QD
- D. BID

Correct Answer: C. QD

7. A patient calls to request lab results. According to HIPAA, what must the medical assistant verify BEFORE releasing information over the phone?

- A. Patient's favorite color
- B. Patient's name, date of birth, and another approved identifier

- C. Patient's insurance company
- D. Patient's social media account

Correct Answer: B. Patient's name, date of birth, and another approved identifier

8. When scheduling a patient for a new patient physical exam, which information is MOST important to obtain?

- A. Patient's favorite pharmacy snacks
- B. Patient's insurance information and reason for visit
- C. Patient's opinion about the physician
- D. Name of patient's previous employer

Correct Answer: B. Patient's insurance information and reason for visit

9. A provider asks the medical assistant to obtain informed consent for a minor office surgery. What is the medical assistant's appropriate role?

- A. Explain the risks and benefits of the procedure
- B. Answer all medical questions about the procedure
- C. Witness the patient's signature after the provider explains the procedure
- D. Independently obtain consent without the provider

Correct Answer: C. Witness the patient's signature after the provider explains the procedure

10. A patient with limited English proficiency arrives without an interpreter. What is the BEST action to ensure effective communication?

- A. Use a qualified medical interpreter service according to office policy
- B. Ask a child in the waiting room to interpret
- C. Speak louder and slower in English
- D. Use medical jargon to sound more professional

Correct Answer: A. Use a qualified medical interpreter service according to office policy

11. Which of the following is the correct order of draw for venipuncture using evacuated tubes?

- A. Red, blue, lavender, yellow
- B. Light blue, red/gold, green, lavender, gray
- C. Lavender, light blue, green, gray, red
- D. Gray, lavender, green, red

Correct Answer: B. Light blue, red/gold, green, lavender, gray

12. A medical assistant accidentally sticks themselves with a used needle after drawing a patient's blood. What is the FIRST action they should take?

- A. Document it at the end of the day
- B. Wash the area with soap and water immediately
- C. Hide the incident to avoid trouble
- D. Throw away the sharps container

Correct Answer: B. Wash the area with soap and water immediately

13. When taking an adult's blood pressure, where should the lower edge of the cuff be positioned?

- A. At the level of the elbow crease
- B. 1 inch above the antecubital fossa
- C. Mid-forearm
- D. At the wrist

Correct Answer: B. 1 inch above the antecubital fossa

14. A 35-year-old patient reports dizziness when standing. Orthostatic vital signs are ordered. Which sequence is correct?

- A. Supine, sitting, standing
- B. Standing, supine, sitting
- C. Sitting only
- D. Supine only

Correct Answer: A. Supine, sitting, standing

15. What is the MOST accurate method for measuring a toddler's temperature in the clinic?

- A. Axillary digital thermometer
- B. Rectal digital thermometer
- C. Oral glass thermometer
- D. Temporal scanner through clothing

Correct Answer: B. Rectal digital thermometer

16. A patient is prescribed 500 mg of a medication, but the stock strength is 250 mg tablets. How many tablets should the medical assistant prepare?

- A. 1 tablet
- B. 2 tablets
- C. 3 tablets
- D. 4 tablets

Correct Answer: B. 2 tablets

17. A 22-year-old patient faints while having blood drawn. After ensuring airway and breathing, what is the next step?

- A. Sit the patient upright immediately
- B. Place the patient in a supine position with legs elevated
- C. Give the patient a large glass of water
- D. Leave the patient alone to recover

Correct Answer: B. Place the patient in a supine position with legs elevated

18. For a routine intramuscular injection in an adult deltoid, what is the typical needle length?

- A. $\frac{3}{8}$ inch
- B. $\frac{5}{8}$ inch
- C. 1–1½ inch
- D. 2½ inch

Correct Answer: C. 1–1½ inch

19. Which of the following is part of the medical assistant's role in medication administration?

- A. Choosing the medication and dose
- B. Prescribing medications independently
- C. Verifying the “five rights” before administering
- D. Changing the route without provider approval

Correct Answer: C. Verifying the “five rights” before administering

20. A medical assistant is documenting in an electronic health record and makes a typographical error. What is the CORRECT way to fix it?

- A. Delete the old entry completely
- B. Use the EHR's correction function so the original entry remains viewable
- C. Ignore the error if it's minor
- D. Erase the screen and re-enter all notes

Correct Answer: B. Use the EHR's correction function so the original entry remains viewable

21. Which of the following microorganisms commonly causes strep throat?

- A. Staphylococcus aureus
- B. Streptococcus pyogenes
- C. Escherichia coli
- D. Pseudomonas aeruginosa

Correct Answer: B. Streptococcus pyogenes

22. A patient with suspected influenza is coughing frequently in the waiting room. What is the BEST infection control measure?

- A. Offer a mask and move the patient to an exam room as soon as possible
- B. Ask the patient to wait in their car without guidance
- C. Ignore the cough due to time pressure
- D. Only wear gloves when near the patient

Correct Answer: A. Offer a mask and move the patient to an exam room as soon as possible

23. Which of the following is considered a CLIA-waived test commonly performed in ambulatory settings?

- A. Pap smear interpretation
- B. Complete blood count
- C. Urine pregnancy test by immunoassay
- D. Blood culture

Correct Answer: C. Urine pregnancy test by immunoassay

24. A provider orders a throat culture. Which action by the medical assistant is CORRECT during specimen collection?

- A. Swab the tongue and cheeks only
- B. Avoid touching the swab to the tongue, cheeks, or teeth
- C. Use a cotton ball instead of a swab
- D. Rinse the mouth with mouthwash first

Correct Answer: B. Avoid touching the swab to the tongue, cheeks, or teeth

25. When filing paper medical records, which system organizes charts by household or family?

- A. Alphabetic
- B. Numeric
- C. Subject
- D. Family name with color coding

Correct Answer: D. Family name with color coding

26. A medical assistant receives a phone call from a patient requesting a refill on a controlled substance. What is the MOST appropriate action?

- A. Refill it immediately to keep the patient satisfied
- B. Tell the patient to come to the clinic now
- C. Take a message and route it to the provider for approval
- D. Advise the patient to double the current dose until seen

Correct Answer: C. Take a message and route it to the provider for approval

27. Which office document provides instructions for handling and cleaning up chemical spills such as disinfectants or lab reagents?

- A. Encounter form
- B. MSDS/SDS (Safety Data Sheet)
- C. Superbills
- D. Patient education leaflet

Correct Answer: B. MSDS/SDS (Safety Data Sheet)

28. A 45-year-old patient complains of chest tightness while sitting in the waiting room. What is the medical assistant's FIRST priority?

- A. Ask for insurance card
- B. Call the billing department
- C. Activate emergency response and notify the provider immediately
- D. Offer the patient an appointment for tomorrow

Correct Answer: C. Activate emergency response and notify the provider immediately

29. When performing an ECG, where should the V4 chest electrode be placed?

- A. 4th intercostal space, right sternal border
- B. 4th intercostal space, left sternal border
- C. 5th intercostal space, midclavicular line
- D. 5th intercostal space, anterior axillary line

Correct Answer: C. 5th intercostal space, midclavicular line

30. A medical assistant is preparing a sterile tray for a minor procedure. After opening the sterile pack, they accidentally brush their sleeve against the inside of the tray. What should they do?

- A. Continue using the tray
- B. Only replace one instrument
- C. Consider the tray contaminated and set up a new sterile field
- D. Spray disinfectant on the tray

Correct Answer: C. Consider the tray contaminated and set up a new sterile field

31. Which of the following vital signs would be MOST concerning in an adult patient?

- A. BP 118/76, HR 78, RR 16
- B. BP 130/84, HR 96, RR 18
- C. BP 90/58, HR 120, RR 26
- D. BP 138/86, HR 72, RR 14

Correct Answer: C. BP 90/58, HR 120, RR 26

32. The term “bradycardia” refers to:

- A. Fast heart rate
- B. Slow heart rate
- C. Irregular heart rhythm
- D. Chest pain

Correct Answer: B. Slow heart rate

33. A patient writes an angry online review about the office, mentioning details of their diagnosis. How should the medical assistant respond if asked to answer publicly?

- A. Respond with details from the patient’s chart to correct them
- B. Respond politely but NEVER disclose any personal health information
- C. Ignore HIPAA for online posts
- D. Argue with the patient in the comments

Correct Answer: B. Respond politely but NEVER disclose any personal health information

34. A patient is scheduled for a fasting lipid panel at 9:00 AM. Which instruction is MOST accurate?

- A. No food or drink after midnight except water
- B. Eat breakfast but no coffee
- C. Skip dinner the previous night
- D. Only fast for one hour before test

Correct Answer: A. No food or drink after midnight except water

35. Which of the following best describes implied consent?

- A. Written agreement signed by the patient
- B. Verbal statement agreeing to surgery
- C. Patient rolls up sleeve to receive an injection
- D. Consent given via phone only

Correct Answer: C. Patient rolls up sleeve to receive an injection

36. The primary purpose of the HIPAA Privacy Rule is to:

- A. Regulate medical assistant certification
- B. Protect patient health information
- C. Control healthcare costs
- D. Set clinical practice guidelines

Correct Answer: B. Protect patient health information

37. A patient with a history of domestic violence is in the office with a controlling partner. The partner insists on staying in the exam room during questioning. What should the medical assistant do?

- A. Allow it without question
- B. Politely request to speak with the patient alone for part of the visit
- C. Ask the partner all questions
- D. Cancel the visit immediately

Correct Answer: B. Politely request to speak with the patient alone for part of the visit

38. Which of the following blood pressure readings is classified as Stage 2 hypertension according to common guidelines?

- A. 118/76 mmHg
- B. 128/82 mmHg
- C. 138/88 mmHg
- D. 162/98 mmHg

Correct Answer: D. 162/98 mmHg

39. A patient with diabetes asks how frequently they should have a foot exam in the clinic. Which response is MOST appropriate?

- A. "Only when you have pain."
- B. "Annually, at minimum, or more often if problems occur."
- C. "Every 5 years."
- D. "Never, if you check your feet at home."

Correct Answer: B. Annually, at minimum, or more often if problems occur.

40. A medical assistant is instructed to collect a clean-catch midstream urine specimen. Which instruction is CORRECT?

- A. Collect the first urine that comes out
- B. Cleanse the area, begin voiding, then collect midstream urine in the cup
- C. Do not clean the area before collection
- D. Void completely into the cup

Correct Answer: B. Cleanse the area, begin voiding, then collect midstream urine in the cup

41. A 54-year-old patient presents with shortness of breath and swelling in both ankles. The provider asks the medical assistant to obtain daily weights for monitoring. What is the BEST way to obtain accurate daily weights?

- A. Weigh the patient at different times each day
- B. Weigh with shoes and jacket on

- C. Weigh the patient at the same time each day, with similar clothing
- D. Weigh only once a week

Correct Answer: C. Weigh the patient at the same time each day, with similar clothing

42. During a capillary blood glucose check, which action helps prevent hemolysis and inaccurate readings?

- A. Squeezing the finger vigorously
- B. Using alcohol that is still wet
- C. Wiping away the first drop of blood
- D. Taking blood from the thumb only

Correct Answer: C. Wiping away the first drop of blood

43. A patient becomes verbally aggressive at the front desk because of perceived long wait times. What is the MOST appropriate response by the medical assistant?

- A. Argue with the patient
- B. Raise your voice to match their tone
- C. Stay calm, acknowledge their frustration, and offer assistance
- D. Demand the patient leave immediately

Correct Answer: C. Stay calm, acknowledge their frustration, and offer assistance

44. A 32-year-old patient asks for a copy of their medical record. Under HIPAA, what is the correct response?

- A. "You are not allowed to access your own medical record."
- B. Provide a copy after following office policy and obtaining proper authorization
- C. Give the original chart directly
- D. Refuse and ask them to write a letter to the state

Correct Answer: B. Provide a copy after following office policy and obtaining proper authorization

45. The physician orders an intradermal (ID) injection for a TB test. Where should the medical assistant administer it?

- A. Deltoid muscle
- B. Abdomen
- C. Posterior upper arm, 15-degree angle, bevel up
- D. Gluteus maximus

Correct Answer: C. Posterior upper arm, 15-degree angle, bevel up

46. Which of the following is an appropriate method for disinfecting a clinical surface after a procedure?

- A. Splash with water only
- B. Use EPA-registered disinfectant and follow contact-time instructions
- C. Wipe with dry paper towels
- D. Spray perfume to cover odors

Correct Answer: B. Use EPA-registered disinfectant and follow contact-time instructions

47. A 19-year-old patient calls stating she forgot to take her oral contraceptive pill yesterday. What should the medical assistant do FIRST?

- A. Give medical advice independently
- B. Tell her to double the dose
- C. Refer to provider's standing orders or notify provider
- D. Say it isn't important

Correct Answer: C. Refer to provider's standing orders or notify provider

48. A pediatric patient requires liquid amoxicillin 200 mg. The stock bottle contains 400 mg/5 mL. How many mL should be administered?

- A. 1 mL
- B. 2.5 mL
- C. 5 mL
- D. 10 mL

Correct Answer: B. 2.5 mL

49. Which type of scheduling method involves grouping similar appointments together during a specific time block?

- A. Open hours
- B. Stream scheduling
- C. Wave scheduling
- D. Cluster (categorization) scheduling

Correct Answer: D. Cluster (categorization) scheduling

50. A pregnant patient requires blood pressure measurement. Which position is MOST appropriate?

- A. Supine
- B. Prone
- C. Semi-Fowler's or seated upright
- D. Trendelenburg

Correct Answer: C. Semi-Fowler's or seated upright

51. When documenting subjective information in the medical record, which statement belongs in the "S" of SOAP?

- A. "BP 132/84"
- B. "Lungs clear to auscultation"
- C. "Patient reports sharp pain in left knee"

D. "X-ray shows no fractures"

Correct Answer: C. Patient reports sharp pain in left knee

52. Which insurance plan requires selecting a primary care provider (PCP) and obtaining referrals for specialists?

A. PPO

B. HMO

C. Indemnity plan

D. POS

Correct Answer: B. HMO

53. A patient signs an "Assignment of Benefits" form. What does this authorize?

A. The office to send medical records to any facility

B. The provider to receive payment directly from the insurance

C. The patient to waive co-pays

D. The insurance to deny all claims

Correct Answer: B. The provider to receive payment directly from the insurance

54. What is the correct procedure for weighing an infant?

A. Weigh the infant with clothing and diaper

B. Weigh the mother first, then weigh mother holding infant, subtract

C. Weigh only once per visit

D. Hold infant upright during weighing

Correct Answer: B. Weigh the mother first, then weigh mother holding infant, subtract

55. Which injection site is appropriate for a 4-month-old infant receiving vaccines?

- A. Deltoid
- B. Ventrogluteal
- C. Vastus lateralis
- D. Abdomen

Correct Answer: C. Vastus lateralis

56. A patient's pulse is irregular. What is the BEST way to obtain an accurate measurement?

- A. Count for 10 seconds
- B. Count for 15 seconds
- C. Count for 30 seconds
- D. Count for a full 60 seconds

Correct Answer: D. Count for a full 60 seconds

57. What is the purpose of quality control (QC) logs for CLIA-waived tests?

- A. To increase revenue
- B. To verify test accuracy and reliability
- C. To reduce staff workload
- D. To speed up patient visits

Correct Answer: B. To verify test accuracy and reliability

58. Which statement about sterile gloves is CORRECT?

- A. Touching the glove cuffs is always permissible
- B. Hands should remain above the waist to maintain sterility
- C. Sterility is maintained even if gloves touch non-sterile surfaces
- D. Gloves replace the need for hand hygiene

Correct Answer: B. Hands should remain above the waist to maintain sterility

59. A patient states they do not understand their new medication instructions. What communication technique is MOST effective?

- A. Speak faster
- B. Provide a long written instruction sheet
- C. Use the teach-back method
- D. Repeat the same words louder

Correct Answer: C. Use the teach-back method

60. A patient with suspected dehydration requires measurement of skin turgor. Where is the BEST place to check in adults?

- A. Abdomen
- B. Back of hand
- C. Forearm
- D. Chest or forehead

Correct Answer: D. Chest or forehead

61. Which type of urine specimen is BEST for culture and sensitivity (C&S)?

- A. Random
- B. Clean-catch midstream
- C. 24-hour
- D. Catheter bag

Correct Answer: B. Clean-catch midstream

62. A patient with COPD uses a metered-dose inhaler with poor technique. What should the medical assistant recommend?

- A. Use without shaking
- B. Use a spacer device for improved delivery
- C. Take double doses
- D. Stop using the inhaler

Correct Answer: B. Use a spacer device for improved delivery

63. A patient's insurance does NOT cover a procedure. What is required before performing the service?

- A. Waiver/Advance Beneficiary Notice (ABN)
- B. Employee letter
- C. Prior authorization from family
- D. Copay refund

Correct Answer: A. Waiver/Advance Beneficiary Notice (ABN)

64. A patient with hypoglycemia is conscious but confused. What is the MOST appropriate first step?

- A. Call 911 immediately
- B. Give subcutaneous insulin
- C. Provide 15 g of fast-acting carbohydrate
- D. Have the patient lie down only

Correct Answer: C. Provide 15 g of fast-acting carbohydrate

65. When preparing an injection from a multi-dose vial, what must the medical assistant do FIRST?

- A. Inject medication into the air
- B. Clean the rubber stopper with alcohol
- C. Shake vigorously
- D. Use the same needle for drawing and injecting

Correct Answer: B. Clean the rubber stopper with alcohol

66. A patient requires a visual acuity test using the Snellen chart. Which instruction is CORRECT?

- A. Stand 5 feet from the chart
- B. Keep both eyes open
- C. Stand 20 feet from the chart, testing one eye at a time
- D. Remove corrective lenses

Correct Answer: C. Stand 20 feet from the chart, testing one eye at a time

67. What is the normal oxygen saturation range in a healthy adult?

- A. 70–80%
- B. 80–90%
- C. 95–100%
- D. 100–110%

Correct Answer: C. 95–100%

68. Which of the following is an example of fraud?

- A. Billing for a service not performed
- B. Accidentally coding the wrong procedure
- C. Sending results to the wrong provider
- D. Forgetting to sign a chart

Correct Answer: A. Billing for a service not performed

69. A patient refuses a flu vaccine. What must the medical assistant do?

- A. Administer it anyway
- B. Document the refusal in the medical record
- C. Tell the patient they cannot refuse

D. Remove them from the practice

Correct Answer: B. Document the refusal in the medical record

70. Which action helps prevent specimen hemolysis during venipuncture?

A. Using a small-gauge needle (30G)

B. Drawing blood too quickly

C. Allowing alcohol to dry completely before venipuncture

D. Shaking tubes vigorously

Correct Answer: C. Allowing alcohol to dry completely before venipuncture

71. A patient asks about a medical term they do not understand. What is the BEST approach?

A. Use a medical dictionary script

B. Explain the term in simple, understandable language

C. Tell them to ask the doctor only

D. Ignore the question

Correct Answer: B. Explain the term in simple, understandable language

72. What is the correct angle for a subcutaneous (SQ) injection using a 5/8-inch needle?

A. 10–15 degrees

B. 45 degrees

C. 90 degrees always

D. 120 degrees

Correct Answer: B. 45 degrees

73. A 4-year-old child requires a blood pressure reading. What type of cuff should be used?

- A. Adult cuff
- B. Thigh cuff
- C. Pediatric cuff sized to cover 40% of arm circumference
- D. Any cuff available

Correct Answer: C. Pediatric cuff sized to cover 40% of arm circumference

74. During CPR, what is the recommended compression rate for adults?

- A. 60–80/min
- B. 80–100/min
- C. 100–120/min
- D. 150/min

Correct Answer: C. 100–120/min

75. A patient with asthma presents with wheezing and shortness of breath. The provider orders pulse oximetry. Where should the probe be placed?

- A. Earlobe or fingertip
- B. Chest
- C. Forearm
- D. Abdomen

Correct Answer: A. Earlobe or fingertip

76. A patient requires a Holter monitor. What instructions should the medical assistant provide?

- A. Remove electrodes when showering
- B. Keep a diary of symptoms and activities
- C. Avoid all movement

D. Sleep sitting up

Correct Answer: B. Keep a diary of symptoms and activities

77. Which of the following requires immediate reporting to public health authorities?

A. Hypertension

B. Diabetes

C. Gonorrhea

D. Seasonal allergies

Correct Answer: C. Gonorrhea

78. A patient complains of burning during urination. Which test is MOST appropriate to perform first?

A. CBC

B. UA with dipstick

C. ECG

D. Blood culture

Correct Answer: B. UA with dipstick

79. The medical assistant must process an insurance claim electronically. What standardized form is used for outpatient billing?

A. CMS-1500

B. UB-04

C. SOAP

D. ICD-10

Correct Answer: A. CMS-1500

80. A patient with severe anxiety becomes short of breath during rooming. What is the MOST appropriate immediate action?

- A. Tell them to calm down
- B. Provide reassurance and encourage slow, deep breathing
- C. Leave the room
- D. Increase room temperature

Correct Answer: B. Provide reassurance and encourage slow, deep breathing

81. A patient is extremely upset about a high bill and begins yelling at the front desk. Other patients are watching. What is the BEST first response from the medical assistant?

- A. Tell the patient to “calm down or leave”
- B. Ask the patient to sit and loudly explain office policies
- C. Move the conversation to a more private area and listen to concerns
- D. Ignore the patient until they quiet down

Correct Answer: C. Move the conversation to a more private area and listen to concerns

82. A 16-year-old comes in for a well-child visit and asks to speak privately about contraception. The parent is in the waiting room. What should the medical assistant do?

- A. Refuse to speak without the parent present
- B. Explain confidentiality rules and bring the patient to a private room
- C. Call the parent into the room immediately
- D. Tell the patient to call back later

Correct Answer: B. Explain confidentiality rules and bring the patient to a private room

83. A patient is scheduled for a minor surgical procedure. Which of the following is the medical assistant's responsibility in pre-op?

- A. Explain surgical risks
- B. Obtain written informed consent after provider explains
- C. Perform the surgery
- D. Decide which procedure is best

Correct Answer: B. Obtain written informed consent after provider explains

84. In standard infection control, which PPE is MOST appropriate when there is a risk of blood splatter during a procedure?

- A. Gloves only
- B. Gloves and gown only
- C. Gloves, gown, mask, and eye protection
- D. Mask only

Correct Answer: C. Gloves, gown, mask, and eye protection

85. A patient calls and reports chest pain and shortness of breath that began 10 minutes ago while resting. What should the medical assistant advise?

- A. Schedule an appointment later today
- B. Advise the patient to take an antacid
- C. Instruct the patient to hang up and dial emergency services (911)
- D. Place the patient on hold

Correct Answer: C. Instruct the patient to hang up and dial emergency services (911)

86. An established patient asks for a copy of their latest lab results to take to a specialist. What is the MOST appropriate action?

- A. Refuse the request
- B. Provide a copy after verifying identity and following office release protocol
- C. Give them the entire chart without documentation
- D. Tell them to get results from the lab directly only

Correct Answer: B. Provide a copy after verifying identity and following office release protocol

87. When educating a patient about a low-sodium diet, the medical assistant should use which strategy to improve understanding and adherence?

- A. Provide only written material
- B. Use medical terminology exclusively
- C. Give specific food examples and ask for teach-back
- D. Assume the patient already knows diet changes

Correct Answer: C. Give specific food examples and ask for teach-back

88. A diabetic patient presents with a blood glucose reading of 42 mg/dL on the office meter but feels “fine.” What is the BEST next step?

- A. Assume meter error and ignore
- B. Recheck using a new strip and then follow hypoglycemia protocol if confirmed
- C. Send the patient home
- D. Immediately start IV fluids

Correct Answer: B. Recheck using a new strip and then follow hypoglycemia protocol if confirmed

89. A patient experiences a generalized seizure in the waiting room. What should the medical assistant do FIRST?

- A. Hold the patient down
- B. Place something in the patient’s mouth

- C. Protect the patient from injury and call for help
- D. Run to another room

Correct Answer: C. Protect the patient from injury and call for help

90. A new employee asks how long to wash hands with soap and water according to standard guidelines. What is the BEST answer?

- A. 5 seconds
- B. At least 10 seconds
- C. At least 20 seconds
- D. 1 minute

Correct Answer: C. At least 20 seconds

91. A patient's blood pressure reading is 182/110 mmHg with new-onset headache and blurred vision. What should the medical assistant do?

- A. Recheck in 6 months
- B. Document and send the patient home
- C. Notify the provider immediately as this may be hypertensive urgency/emergency
- D. Ignore the reading if patient feels "okay"

Correct Answer: C. Notify the provider immediately as this may be hypertensive urgency/emergency

92. A 4-year-old child is in the office for immunizations and begins crying and resisting. Which approach is MOST appropriate?

- A. Threaten punishment
- B. Use a calm, firm approach and have a caregiver help gently restrain if needed
- C. Delay all vaccines indefinitely
- D. Ask the child to give the injection

Correct Answer: B. Use a calm, firm approach and have a caregiver help gently restrain if needed

93. A patient calls to cancel a same-day appointment. Which action helps maintain good scheduling practice?

- A. Mark them as a “no-show”
- B. Do not document the cancellation
- C. Document the cancellation and attempt to fill the slot from a waitlist
- D. Punish the patient with a higher copay

Correct Answer: C. Document the cancellation and attempt to fill the slot from a waitlist

94. When performing a fingerstick, why should the puncture be made slightly off-center from the fingertip pad?

- A. To avoid hitting bone
- B. To reduce pain and improve blood flow
- C. To avoid calloused areas
- D. To prevent infection

Correct Answer: B. To reduce pain and improve blood flow

95. A patient is scheduled for a Pap smear. Which position is typically used for this exam?

- A. Supine
- B. Lithotomy
- C. Prone
- D. Sims’

Correct Answer: B. Lithotomy

96. Which of the following is considered PHI (Protected Health Information)?

- A. Appointment reminder without details
- B. De-identified research data
- C. Patient's name and diagnosis together
- D. Provider's office hours

Correct Answer: C. Patient's name and diagnosis together

97. Which measurement is typically plotted on a pediatric growth chart?

- A. Heart rate only
- B. Height, weight, and head circumference
- C. Blood pressure only
- D. Temperature

Correct Answer: B. Height, weight, and head circumference

98. A patient is asked to sign a HIPAA acknowledgment form. What does this form indicate?

- A. They agree never to request records
- B. They received notice of the office's privacy practices
- C. They waive their privacy rights
- D. They consent to all treatments

Correct Answer: B. They received notice of the office's privacy practices

99. When performing ear irrigation, which direction should the pinna be pulled in an adult?

- A. Down and back
- B. Up and back
- C. Straight forward

D. Straight down

Correct Answer: B. Up and back

100. A patient undergoing spirometry must be instructed to:

A. Breathe shallow and fast

B. Take a deep breath and exhale forcefully into the mouthpiece

C. Cough into the tube

D. Hold their breath for one minute

Correct Answer: B. Take a deep breath and exhale forcefully into the mouthpiece

101. A patient is angry after receiving a denial from their insurance company. They ask, "What should I do?" What is the BEST response?

A. "We can't help you."

B. "You may file an appeal; we can provide documentation as needed."

C. "Change your insurance immediately."

D. "You must pay cash now or leave."

Correct Answer: B. "You may file an appeal; we can provide documentation as needed."

102. When documenting an allergy to penicillin, which information is MOST important to include?

A. Date the allergy was discovered

B. Type of reaction (e.g., rash, anaphylaxis)

C. Brand name only

D. Pharmacy location

Correct Answer: B. Type of reaction (e.g., rash, anaphylaxis)

103. A human resources form that verifies an employee's eligibility to work in the United States is called:

- A. W-2
- B. I-9
- C. W-4
- D. 1099

Correct Answer: B. I-9

104. A medical assistant is asked to obtain a sterile urine specimen from a catheterized patient. What is the correct method?

- A. Collect from the drainage bag
- B. Disconnect catheter and collect from tubing end
- C. Aspirate urine from the sampling port using sterile technique
- D. Have the patient void into a cup

Correct Answer: C. Aspirate urine from the sampling port using sterile technique

105. Which of the following is a common sign of shock?

- A. Warm, dry skin
- B. Slow heart rate and high blood pressure
- C. Rapid pulse, low blood pressure, cool clammy skin
- D. Increased appetite

Correct Answer: C. Rapid pulse, low blood pressure, cool clammy skin

106. What is the BEST way to handle a patient's question that the medical assistant cannot answer?

- A. Guess the answer
- B. Tell the patient to search online
- C. State that you are unsure and offer to ask the provider or appropriate

person

D. Refuse to respond

Correct Answer: C. State that you are unsure and offer to ask the provider or appropriate person

107. A provider orders “CBC, fasting.” What is the primary purpose of the CBC?

A. Evaluate liver function

B. Evaluate kidney function

C. Evaluate red and white blood cells and platelets

D. Measure electrolytes

Correct Answer: C. Evaluate red and white blood cells and platelets

108. A patient with a BMI of 33 falls into which weight category?

A. Underweight

B. Normal

C. Overweight

D. Obese

Correct Answer: D. Obese

109. A 3-year-old child is in the clinic for a well visit. Which immunization is typically due around this age (depending on schedule/completion)?

A. Hepatitis B only

B. MMR and Varicella boosters

C. HPV

D. Pneumococcal for all adults

Correct Answer: B. MMR and Varicella boosters

110. When labeling a blood specimen tube at the point of collection, what information is MOST important?

- A. Patient's initials only
- B. Date and time, patient's full name, and other required identifiers
- C. Name of medical assistant only
- D. Type of needle used

Correct Answer: B. Date and time, patient's full name, and other required identifiers

111. A patient report shows an elevated LDL and low HDL. This pattern suggests increased risk for:

- A. Skin cancer
- B. Cardiovascular disease
- C. Peptic ulcer disease
- D. Kidney stones

Correct Answer: B. Cardiovascular disease

112. Which of the following is MOST important when using an autoclave for instrument sterilization?

- A. Using cold water
- B. Proper time, temperature, and pressure
- C. Avoiding indicator strips
- D. Sterilizing with dry heat only

Correct Answer: B. Proper time, temperature, and pressure

113. A patient calls with a new onset of rash and difficulty breathing after starting an antibiotic. What is the FIRST instruction?

- A. Continue the antibiotic and monitor
- B. Take an extra dose

- C. Stop the medication and seek emergency care immediately
- D. Ignore the symptoms

Correct Answer: C. Stop the medication and seek emergency care immediately

114. A 7-year-old child is scheduled for a hearing screening. Which type of test is commonly used?

- A. ECG
- B. Tympanometry or audiometry
- C. Spirometry
- D. Visual acuity test

Correct Answer: B. Tympanometry or audiometry

115. Which of the following is an example of a closed-ended question?

- A. "How have you been feeling since your last visit?"
- B. "Tell me about your pain."
- C. "Is the pain constant or does it come and go?"
- D. "What concerns do you have today?"

Correct Answer: C. "Is the pain constant or does it come and go?"

116. In the SOAP format, which of the following is an example of an "Objective" entry?

- A. "Patient feels tired."
- B. "Patient states back pain is worse at night."
- C. "BP 140/90, HR 96, lungs clear."
- D. "Patient seems worried about diagnosis."

Correct Answer: C. "BP 140/90, HR 96, lungs clear."

117. When calling in a prescription refill to a pharmacy (if authorized and per policy), what should the medical assistant verify?

- A. Pharmacist's home address
- B. Patient's name, DOB, medication name, strength, and directions
- C. Patient's social media account
- D. Pharmacist's nickname

Correct Answer: B. Patient's name, DOB, medication name, strength, and directions

118. A patient is upset that their copay increased. The medical assistant should:

- A. Explain that copay amounts are determined by their insurance plan
- B. Change the copay in the system
- C. Argue with the insurance company on the phone
- D. Waive the copay without permission

Correct Answer: A. Explain that copay amounts are determined by their insurance plan

119. A patient is asked to sign a consent for release of information to another provider. What must be clearly stated on the form?

- A. Only the other provider's name
- B. Specific information to be disclosed and to whom
- C. Insurance plan's phone number
- D. Family history

Correct Answer: B. Specific information to be disclosed and to whom

120. Which of the following is MOST important when documenting in a patient's chart?

- A. Use erasable ink
- B. Use precise, factual, and timely entries
- C. Include personal opinions
- D. Leave blank spaces

Correct Answer: B. Use precise, factual, and timely entries

CMA (AAMA) MOCK EXAM — QUESTIONS 121–160

121. A child arrives for a scheduled immunization, but the parent cannot find the child's immunization record. What should the medical assistant do FIRST?

- A. Administer all vaccines again
- B. Refuse to see the child
- C. Attempt to verify immunization history from previous providers or state registry
- D. Send the child home

Correct Answer: C. Attempt to verify immunization history from previous providers or state registry

122. The provider asks the medical assistant to perform a peak flow measurement for an asthma patient. What instruction is CORRECT?

- A. "Take a shallow breath and blow slowly."
- B. "Take a deep breath and blow out as hard and fast as you can."
- C. "Hold your breath for 10 seconds."
- D. "Cough into the device."

Correct Answer: B. "Take a deep breath and blow out as hard and fast as you can."

123. For a patient with a history of fainting during blood draws, what is the BEST positioning for venipuncture?

- A. Standing
- B. Sitting upright with legs crossed
- C. Lying in a supine position
- D. Sitting on the edge of the bed

Correct Answer: C. Lying in a supine position

124. A patient's urinalysis shows positive nitrites and leukocyte esterase. These findings are MOST consistent with:

- A. Kidney stones
- B. Urinary tract infection
- C. Diabetes mellitus
- D. Liver disease

Correct Answer: B. Urinary tract infection

125. Which of the following describes a deductible?

- A. The amount the insurance pays first
- B. The amount the patient must pay before insurance begins to pay
- C. The monthly premium
- D. The amount paid for each prescription

Correct Answer: B. The amount the patient must pay before insurance begins to pay

126. Which lead on a standard 12-lead ECG is considered a "ground" and does not record a view of the heart?

- A. V1
- B. Lead I
- C. Lead II

D. Right leg (RL) electrode

Correct Answer: D. Right leg (RL) electrode

127. A medical assistant is setting up for a pelvic exam and Pap test. Which items are typically needed?

A. Speculum, lubricating jelly (if approved), gloves, cytology brush/spatula, slides or liquid-based vial

B. Otoscope and tuning fork

C. Peak flow meter

D. Tympanometer

Correct Answer: A. Speculum, lubricating jelly (if approved), gloves, cytology brush/spatula, slides or liquid-based vial

128. A patient says, "I don't think this treatment will help." Which is the MOST therapeutic response?

A. "That's not true."

B. "Why do you feel that way?" (accusatory tone)

C. "Can you tell me more about your concerns regarding the treatment?"

D. "You just have to trust us."

Correct Answer: C. "Can you tell me more about your concerns regarding the treatment?"

129. A provider documents: "DX: HTN, DM2, and OA." What do these abbreviations stand for?

A. Hypertension, diabetes mellitus type 2, osteoarthritis

B. High temperature, digestive malfunction, osteopenia

C. Hyperthyroid, dermal disease, ovarian abscess

D. None of the above

Correct Answer: A. Hypertension, diabetes mellitus type 2, osteoarthritis

130. In an emergency with heavy bleeding from a deep laceration, what is the FIRST action?

- A. Apply direct pressure with a clean dressing
- B. Apply a tourniquet immediately
- C. Wash with soap and water
- D. Ask patient to walk around

Correct Answer: A. Apply direct pressure with a clean dressing

131. A patient scheduled for a fasting blood draw arrives drinking coffee with cream. What should the medical assistant do?

- A. Proceed with the fasting test
- B. Cancel the lab without explanation
- C. Inform the provider; rescheduling may be necessary
- D. Draw blood but label as “non-fasting” secretly

Correct Answer: C. Inform the provider; rescheduling may be necessary

132. Which document serves as a legal record of all services billed by the provider to an insurance company?

- A. CMS-1500
- B. Ledger card
- C. Day sheet
- D. Bank statement

Correct Answer: C. Day sheet

133. What is the primary purpose of triage in a medical office?

- A. Determine insurance eligibility
- B. Determine the order in which patients should be seen based on urgency

- C. Choose which provider sees the patient
- D. Schedule follow-up visits

Correct Answer: B. Determine the order in which patients should be seen based on urgency

134. A patient is instructed to monitor their blood pressure at home. Which advice is MOST accurate?

- A. Check once a year
- B. Use a cuff that fits properly and measure at the same time each day
- C. Use any size cuff available
- D. Always measure right after intense exercise

Correct Answer: B. Use a cuff that fits properly and measure at the same time each day

135. When performing a capillary puncture on an infant's heel, where should the puncture be made?

- A. Center of the heel
- B. Lateral or medial plantar surface
- C. Toes only
- D. Arch of the foot

Correct Answer: B. Lateral or medial plantar surface

136. Which of the following is considered a normal adult respiratory rate?

- A. 6 breaths per minute
- B. 10 breaths per minute
- C. 16 breaths per minute
- D. 30 breaths per minute

Correct Answer: C. 16 breaths per minute

137. A medical assistant is preparing to send a specimen to an outside lab. What must match exactly on the specimen label and the requisition form?

- A. Patient's insurance ID only
- B. Patient's full name and date of birth
- C. Provider's home address
- D. Lab technician name

Correct Answer: B. Patient's full name and date of birth

138. Which part of the prescription indicates the instructions to the patient (how to take the medication)?

- A. Superscription
- B. Inscription
- C. Subscription
- D. Signa (Sig)

Correct Answer: D. Signa (Sig)

139. A medical assistant is assigned to order supplies. Which approach helps control costs?

- A. Ordering the maximum quantity of all items
- B. Tracking usage patterns and avoiding overstocking
- C. Ignoring expiration dates
- D. Ordering from multiple vendors without quotes

Correct Answer: B. Tracking usage patterns and avoiding overstocking

140. A patient with depression scores high on a standardized screening tool. What should the medical assistant do with this information?

- A. Diagnose depression
- B. Immediately prescribe medication
- C. Document and promptly inform the provider

D. Ignore the results

Correct Answer: C. Document and promptly inform the provider

141. A patient with limited literacy is given a complex form to complete. What should the medical assistant do?

A. Read the form aloud and assist as needed, maintaining privacy

B. Tell the patient to take it home

C. Refuse to help

D. Ask them to sign without reading

Correct Answer: A. Read the form aloud and assist as needed, maintaining privacy

142. A mother calls stating her 2-year-old has a temperature of 103°F and is lethargic. What should the medical assistant do?

A. Suggest home remedies only

B. Schedule the next available routine slot

C. Notify the provider; the child may need urgent evaluation

D. Ignore symptoms because fever is common

Correct Answer: C. Notify the provider; the child may need urgent evaluation

143. A patient receiving a nebulizer treatment complains of feeling dizzy and shaky. What should the medical assistant do FIRST?

A. Stop the treatment and notify the provider

B. Continue the treatment until finished

C. Double the dose

D. Ignore the symptoms

Correct Answer: A. Stop the treatment and notify the provider

144. A medical assistant notices a coworker accessing the EHR of a celebrity patient out of curiosity. What is the MOST appropriate response?

- A. Ignore it
- B. Join them in viewing the chart
- C. Report the incident according to office compliance policies
- D. Post about it on social media

Correct Answer: C. Report the incident according to office compliance policies

145. Which of the following terms describes difficulty breathing when lying flat?

- A. Dyspnea
- B. Apnea
- C. Orthopnea
- D. Tachypnea

Correct Answer: C. Orthopnea

146. A patient is scheduled for a minor in-office procedure and asks about eating beforehand. The provider's order says "NPO after midnight." This means:

- A. No water but food is allowed
- B. Nothing by mouth after midnight
- C. No solid food but unlimited liquids
- D. No medications

Correct Answer: B. Nothing by mouth after midnight

147. Which of the following is a sign of a localized infection at an injection site?

- A. Redness, warmth, and swelling
- B. Pale, cool skin
- C. Generalized rash
- D. Weight loss

Correct Answer: A. Redness, warmth, and swelling

148. For a patient with suspected anemia, which lab value is MOST relevant?

- A. ALT
- B. Hemoglobin and hematocrit
- C. Amylase
- D. Creatinine

Correct Answer: B. Hemoglobin and hematocrit

149. A patient's chart contains the abbreviation "PRN." What does this mean on a medication order?

- A. Once daily
- B. As needed
- C. Before meals
- D. Every night

Correct Answer: B. As needed

150. A medical assistant receives a subpoena for medical records. What should they do?

- A. Destroy the records
- B. Ignore the subpoena
- C. Follow office/legal procedures to provide the requested records
- D. Post the subpoena on the break room board

Correct Answer: C. Follow office/legal procedures to provide the requested records

151. A provider instructs the MA to apply a topical medication using the transdermal route. Which is an example?

- A. Eye drops
- B. Patch applied to skin
- C. Oral tablet
- D. Intramuscular injection

Correct Answer: B. Patch applied to skin

152. A patient is referred to a cardiologist. The MA is asked to send a referral packet. What should be included?

- A. Only demographic sheet
- B. Relevant lab results, imaging, latest notes, and referral form
- C. Entire office financial records
- D. Provider's personal notes

Correct Answer: B. Relevant lab results, imaging, latest notes, and referral form

153. A patient with a known latex allergy is scheduled for a procedure. What should the MA do?

- A. Ignore the allergy
- B. Use non-latex gloves and ensure a latex-free environment
- C. Delay the procedure indefinitely
- D. Ask patient to bring their own gloves

Correct Answer: B. Use non-latex gloves and ensure a latex-free environment

154. Which vaccine is commonly recommended annually for most adults?

- A. Meningococcal
- B. Influenza
- C. Hepatitis A
- D. HPV

Correct Answer: B. Influenza

155. A patient is instructed to perform a 24-hour urine collection. Which instruction is CORRECT?

- A. Save only the first morning specimen
- B. Discard the first void, note the time, and collect all urine for the next 24 hours including the last void at 24 hours
- C. Collect random samples
- D. Keep urine at room temperature

Correct Answer: B. Discard the first void, note the time, and collect all urine for the next 24 hours including the last void at 24 hours

156. A patient says, "I feel like my life is not worth living." What is the MOST appropriate immediate response?

- A. Change the subject
- B. Tell them not to feel that way
- C. Stay calm, express concern, and notify the provider immediately
- D. Tell them to go home and rest

Correct Answer: C. Stay calm, express concern, and notify the provider immediately

157. A 5-year-old child is in for a well visit. The MA needs to measure height. Which method is CORRECT?

- A. Recumbent length board
- B. Standing stadiometer, shoes removed, heels against the wall
- C. Guess based on age

D. Ask the parent to estimate

Correct Answer: B. Standing stadiometer, shoes removed, heels against the wall

158. A patient receiving a B12 injection asks why it is given intramuscularly rather than orally. Which response is BEST?

A. "It works faster."

B. "Your body may not absorb enough through the stomach."

C. "It hurts less."

D. "We prefer needles."

Correct Answer: B. "Your body may not absorb enough through the stomach."

159. A patient presents with polyuria, polydipsia, and unexplained weight loss. Which condition is MOST likely?

A. Asthma

B. Diabetes mellitus

C. Otitis media

D. Anemia

Correct Answer: B. Diabetes mellitus

160. When should a sharps container be replaced?

A. When it is completely full and overflowing

B. When it is about three-quarters full

C. Once a year only

D. Only when the provider says so

Correct Answer: B. When it is about three-quarters full

161. A patient with newly diagnosed hypertension is given written instructions. What can the MA do to enhance understanding?

- A. Hand the paper and leave
- B. Read instructions aloud, highlight key points, and use teach-back
- C. Tell them to Google it
- D. Use only medical abbreviations

Correct Answer: B. Read instructions aloud, highlight key points, and use teach-back

162. A 70-year-old patient is at risk for falls. Which environmental modification in the exam room can help reduce risk?

- A. Slippery floors
- B. Cluttered walkways
- C. Adequate lighting and clear pathways
- D. High exam table with no step stool

Correct Answer: C. Adequate lighting and clear pathways

163. A patient's respiratory rate is 30 breaths per minute at rest. This is best described as:

- A. Apnea
- B. Bradypnea
- C. Tachypnea
- D. Normal

Correct Answer: C. Tachypnea

164. Which of the following is considered a legal, reportable incident that may require documentation in an incident report?

- A. Provider arriving late
- B. Patient falling in the waiting room

- C. Patient being annoyed
- D. Lost pen

Correct Answer: B. Patient falling in the waiting room

165. A patient's chart indicates "allergic to sulfa drugs." Which medication should be used with caution or avoided?

- A. Amoxicillin
- B. Sulfamethoxazole-trimethoprim
- C. Azithromycin
- D. Acetaminophen

Correct Answer: B. Sulfamethoxazole-trimethoprim

166. A patient on anticoagulant therapy arrives with extensive bruising. What should the MA do?

- A. Ignore it
- B. Document the findings and notify the provider promptly
- C. Tell the patient to stop the medication on their own
- D. Cancel the appointment

Correct Answer: B. Document the findings and notify the provider promptly

167. Which teaching point is MOST important for a patient prescribed nitroglycerin sublingual tablets?

- A. Swallow the tablet whole
- B. Store tablets in the original dark glass bottle, tightly closed
- C. Keep in a weekly pill organizer
- D. Take with a large meal

Correct Answer: B. Store tablets in the original dark glass bottle, tightly closed

168. A patient refuses to sign the acknowledgment of the Notice of Privacy Practices. What should the MA do?

- A. Force them to sign
- B. Document the refusal in the record
- C. Deny care immediately
- D. Throw away the form

Correct Answer: B. Document the refusal in the record

169. Which of the following is an example of subjective data?

- A. Pulse 88 bpm
- B. "I feel dizzy and nauseated."
- C. Temperature 99.2°F
- D. Redness around incision

Correct Answer: B. "I feel dizzy and nauseated."

170. A MA is preparing to give an intradermal injection for an allergy test. Which sign indicates it was given correctly?

- A. No visible change
- B. Formation of a small wheal or bleb
- C. Immediate bleeding
- D. Deep muscle twitch

Correct Answer: B. Formation of a small wheal or bleb

171. A patient calls the office stating they have run out of a chronic medication because they forgot to request a refill. What is the BEST response?

- A. Scold the patient
- B. Immediately change the medication
- C. Follow office protocol: take a refill request and notify the provider
- D. Refuse any help

Correct Answer: C. Follow office protocol: take a refill request and notify the provider

172. A 60-year-old patient is being educated on colon cancer screening. Which test is commonly recommended starting around age 45–50, depending on guidelines?

- A. Pap smear
- B. Mammogram
- C. Colonoscopy
- D. PSA only

Correct Answer: C. Colonoscopy

173. A patient has a body temperature of 101.8°F. This is best described as:

- A. Afebrile
- B. Febrile
- C. Hypothermia
- D. Normal

Correct Answer: B. Febrile

174. A patient with an arm cast reports cool fingers and numbness. What should the MA do?

- A. Ignore it
- B. Advise them to exercise more
- C. Notify the provider immediately; may indicate impaired circulation
- D. Tell them it is expected

Correct Answer: C. Notify the provider immediately; may indicate impaired circulation

175. When should hand sanitizer NOT be used as a substitute for soap and water?

- A. When hands are visibly soiled
- B. When entering a room
- C. After removing gloves with no visible soil
- D. Before touching a patient with clean hands

Correct Answer: A. When hands are visibly soiled

176. A patient experiences sudden difficulty speaking and weakness on one side of the body. What might this indicate?

- A. Ear infection
- B. Possible stroke (CVA)
- C. Muscle strain
- D. Panic attack only

Correct Answer: B. Possible stroke (CVA)

177. A patient is scheduled for a fasting blood glucose and asks if they can chew sugar-free gum. What is the BEST answer?

- A. "Yes, anything sugar-free is fine."
- B. "Chewing gum may stimulate digestive activity; follow provider/lab instructions, usually water only."
- C. "You can drink juice instead."
- D. "You can eat a small snack."

Correct Answer: B. "Chewing gum may stimulate digestive activity; follow provider/lab instructions, usually water only."

178. The MA is cleaning up a small blood spill on the floor. Which disinfectant is appropriate?

- A. Plain water
- B. 1:10 bleach solution (or approved EPA disinfectant per policy)
- C. Window cleaner
- D. Hand lotion

Correct Answer: B. 1:10 bleach solution (or approved EPA disinfectant per policy)

179. A patient has just received a new prescription for an inhaled corticosteroid. What important side effect prevention teaching should the MA provide?

- A. "Use it only as a rescue inhaler."
- B. "Rinse your mouth after use to reduce risk of oral thrush."
- C. "Stop using your other inhalers."
- D. "Swallow the medicine for faster effect."

Correct Answer: B. "Rinse your mouth after use to reduce risk of oral thrush."

180. A patient refuses a recommended procedure after the provider explains risks and benefits. What should the MA ensure is done?

- A. Nothing
- B. Document the refusal and that the risks/benefits were discussed
- C. Force the patient to agree
- D. Change the medical record

Correct Answer: B. Document the refusal and that the risks/benefits were discussed

181. Which pulse site is MOST commonly used for measuring heart rate in an adult during a routine exam?

- A. Carotid
- B. Radial
- C. Femoral
- D. Popliteal

Correct Answer: B. Radial

182. A patient's chart is left open on a computer screen in an empty exam room. What should the MA do?

- A. Leave it
- B. Print the record and take it home
- C. Log out or lock the screen to protect patient privacy
- D. Read through it for curiosity

Correct Answer: C. Log out or lock the screen to protect patient privacy

183. Which of the following is a normal finding for a capillary refill test?

- A. Color returns in more than 3 seconds
- B. Color returns in less than 2 seconds
- C. No color change
- D. Fingers remain white

Correct Answer: B. Color returns in less than 2 seconds

184. A patient with a history of asthma is requesting a refill of albuterol inhaler. They also report using it multiple times daily. What should the MA do?

- A. Refill without question
- B. Document and notify the provider; frequent use may indicate poor control
- C. Advise them to use it more often
- D. Tell them to stop using it

Correct Answer: B. Document and notify the provider; frequent use may indicate poor control

185. A medical assistant notices that the crash cart's defibrillator has not been checked this month. What is the MOST appropriate action?

- A. Ignore it
- B. Perform the check according to protocol and document it
- C. Unplug the defibrillator
- D. Use it for practice

Correct Answer: B. Perform the check according to protocol and document it

186. A patient brings a completed advance directive (living will) to the office. What should the MA do?

- A. Throw it away
- B. File a copy in the medical record according to policy and inform the provider
- C. Refuse to accept it
- D. Give it to another patient

Correct Answer: B. File a copy in the medical record according to policy and inform the provider

187. A patient is scheduled for a Holter monitor. Which statement is CORRECT patient education?

- A. "You should remove electrodes for showers unless told otherwise, but keep detailed diary."
- B. "You can remove it whenever you like."
- C. "You only wear it at night."
- D. "It delivers shocks like a defibrillator."

Correct Answer: A. "You should remove electrodes for showers unless told otherwise, but keep detailed diary."

188. A patient's lab order includes "HbA1c." What does this test evaluate?

- A. Current blood sugar only
- B. Average blood glucose over past 2–3 months
- C. Kidney function
- D. Liver function

Correct Answer: B. Average blood glucose over past 2–3 months

189. A patient says they did not hear or understand instructions due to hearing impairment. What can the MA do?

- A. Shout from a distance
- B. Face the patient, speak clearly, and consider written instructions or assistive devices
- C. Ignore the issue
- D. Only call them on the phone

Correct Answer: B. Face the patient, speak clearly, and consider written instructions or assistive devices

190. A provider orders "enteric-coated" aspirin. How should the MA advise the patient to take it?

- A. Crush it before swallowing
- B. Chew thoroughly
- C. Swallow whole; do not crush or chew
- D. Dissolve it in water

Correct Answer: C. Swallow whole; do not crush or chew

191. A patient's insurance has a high co-insurance percentage. This means:

- A. The insurance pays all costs
- B. The patient pays a percentage of covered services after deductible

- C. The patient only pays a flat fee
- D. The plan has no deductible

Correct Answer: B. The patient pays a percentage of covered services after deductible

192. A 25-year-old patient presents for an employment physical requiring a drug screen. What is MOST important regarding the urine specimen?

- A. Allow specimen to sit on counter for hours
- B. Chain of custody and proper identification procedures
- C. Mixing other urine to save time
- D. No labeling needed

Correct Answer: B. Chain of custody and proper identification procedures

193. A patient asks why their weight is checked at every visit. Which is the BEST explanation?

- A. "We like to track everyone's weight for office statistics."
- B. "Weight can affect medication dosing and may reflect changes in health status."
- C. "The provider just prefers it."
- D. "It's not important."

Correct Answer: B. "Weight can affect medication dosing and may reflect changes in health status."

194. A patient with a sore throat and fever is suspected of having strep throat. Which test is most commonly performed in the office?

- A. Rapid antigen detection test (rapid strep)
- B. Spirometry
- C. HbA1c

D. ECG

Correct Answer: A. Rapid antigen detection test (rapid strep)

195. The MA is preparing to educate a patient recently diagnosed with hypertension. What lifestyle modification is commonly recommended?

A. Increase sodium intake

B. Avoid exercise

C. Follow a low-sodium diet and regular physical activity as tolerated

D. Smoke more to relax

Correct Answer: C. Follow a low-sodium diet and regular physical activity as tolerated

196. A teenage patient expresses concern about acne. What is an appropriate supportive response?

A. "It's not a big deal; ignore it."

B. "Many teens experience acne; we can discuss treatments the provider may recommend."

C. "You must be eating wrong."

D. "Just wash your face more."

Correct Answer: B. "Many teens experience acne; we can discuss treatments the provider may recommend."

197. A patient's chart has red ink indicating a severe allergy to iodine-based contrast. What should the MA do when scheduling imaging that usually uses contrast?

A. Ignore the allergy

B. Clearly communicate the allergy to the imaging center and note in the order

C. Schedule MRI with contrast automatically

D. Remove the allergy from the chart

Correct Answer: B. Clearly communicate the allergy to the imaging center and note in the order

198. The MA is performing daily refrigerator temperature checks for vaccine storage. The temperature is outside the recommended range. What should they do?

- A. Ignore it for now
- B. Document the reading, notify the supervisor/provider, and follow vaccine storage protocols
- C. Turn off the fridge
- D. Move vaccines to room temperature

Correct Answer: B. Document the reading, notify the supervisor/provider, and follow vaccine storage protocols

199. A patient with chronic pain requests an early refill of a controlled substance, stating they lost their medication. What should the MA do?

- A. Refill without question
- B. Accuse the patient of misuse
- C. Document the request and notify the provider; follow office controlled-substance policy
- D. Give them samples to last the month

Correct Answer: C. Document the request and notify the provider; follow office controlled-substance policy

200. A patient calls to cancel an appointment because they feel much better. What is the MOST appropriate MA action?

- A. Delete their chart
- B. Document the cancellation and the reason in the schedule system
- C. Refuse to cancel
- D. Charge them a no-show fee automatically without policy

Correct Answer: B. Document the cancellation and the reason in the schedule system