



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

National Certified Medical Assistant

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### QUESTION 1

At what intervals should patients be advised to undertake self-examination for breast lumps?

- A. Yearly
- B. Six monthly
- C. Monthly
- D. Eight monthly

Correct Answer: C

Patients should be instructed in the correct procedures to examine for breast lumps, and advised that they should perform such an examination at least once a month.

Remember that men can get breast cancer as well as women and they should be advised to do the same.

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### QUESTION 2

If a clinic charges a patient's insurance for treatments that were not done, it would be considered \_\_\_\_\_.

- A. Malpractice
- B. Fraud
- C. Assault
- D. Embezzlement

Correct Answer: B

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### QUESTION 3

When making up invoices for insurance companies, ICD numbers should be used.

What does ICD mean?

- A. International classification of diseases
- B. Insurance company demands
- C. Internal cash disbursement
- D. Integral charge document

Correct Answer: A

It should always be made clear when billing insurance companies exactly what condition has been treated. The ICD

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numbers cover all conditions; if unsure of exactly what condition has been treated, consult with the treating physician.

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**QUESTION 4**

How is it received if a drug is administered transdermally?

- A. Through the skin
- B. Through the mouth
- C. By injection
- D. By suppository

Correct Answer: A

Some drugs can be administered transdermally via a patch on the skin.

This can be a good option for patients who are frightened of needles and for those requiring a steady release of a drug over time.

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**QUESTION 5**

What is the best way to answer a telephone in a medical office?

- A. With the name of the office
- B. With your name
- C. With the name of the office and your name
- D. With "Hello"

Correct Answer: C

When answering a telephone in a formal situation, give both the name of the office/institution and your name: "Smith Clinic, Jane Doe speaking, how can I help?" This lets the caller know they have reached the right place and creates a human relationship between you.

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