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Question: 1

The symptoms lethargy and weight loss can be associated with which of the following conditions?

- A. AIDS
- B. Cancer
- C. End-stage renal disease
- D. All of the above

Answer: D

Explanation:

AIDS, cancer, and end-stage renal disease are all potentially life-threatening illnesses that can result in lethargy and weight loss in addition to other symptoms.

Question: 2

According to Dr. Kubler-Ross, what are the most likely stages of grief experienced by a patient with a life-threatening illness, in order?

- A. Denial, bargaining, anger, depression, acceptance
- B. Denial, anger, bargaining, depression, acceptance
- C. Acceptance of reality, experience of pain, adjustment, development of a new reality
- D. Denial, followed by any number of stages, leading to acceptance in the end

Answer: B

Explanation:

Response B illustrates the most likely scenario, according to Dr. Kubler-Ross, although she emphasized that everyone's experience is unique; not everyone experiences all five stages, and not always in the same order. Response C, known by the acronym TEAR (to accept the reality, experience the pain, adjust to the new environment, and reinvest in the new reality), is another way of looking at the stages of grief.

Question: 3

Which of the following management styles offers rewards to subordinates in terms of teamwork, recognition by other workers, and self-actualization?

- A. Authoritarian management

- B. Micromanagement
- C. Participatory management
- D. Management by walking around

Answer: C

Explanation:

The type of management technique that offers subordinates these types of rewards is participatory management. Authoritarian management is essentially the same as micromanagement: managers practicing this style plan everything on their own and offer subordinates only monetary rewards. Management by walking around (MBWA) is a style in which the manager visits employees to collect data about how smoothly the organization is running.

Question: 4

If an office manager is using a teamwork approach, what is the first step in getting the team started?

- A. Brainstorming with the team
- B. Developing a work statement with the team
- C. Looking at benchmarks from other institutions
- D. Developing a time frame and standards for goal achievement

Answer: B

Explanation:

The first step as a manager in getting a team started is development of a work statement with the team, which should include mutually established (not pre-established) time frames and standards. Brainstorming should be done after development of the work statement, and it often includes looking at benchmarks from other institutions to determine feasibility. The later steps are planning, implementation, and recognition.

Question: 5

As an office manager, when is the best time to carry out a salary review for employees?

- A. At the same time as their performance evaluation
- B. When the employee asks for a salary review
- C. At the beginning of each year
- D. When the office experiences changes in funding

Answer: C

Explanation:

The best time to carry out a salary review for all employees is the beginning of each year

because that ensures equality and continuity for each employee. This is fairer than waiting for the individual to ask for a salary review, which can result in much longer time periods between reviews. It is best to keep salary reviews separate from performance evaluations. Practice funding is important, but it is more cost-effective to retain good employees than to hire new ones.

Question: 6

A medical assistant who functions as a human resources manager is responsible for developing and updating which of the following documents?

- A. Office policy manual
- B. Office procedure manual
- C. HIPAA manual
- D. Safety data sheets

Answer: A

Explanation:

The only responsibility listed that applies strictly to a medical assistant who functions as a human resources manager is developing and updating the office policy manual. The other responsibilities apply to medical assistants acting as office managers.

Question: 7

Which of the following actions during an initial employment interview is discouraged?

- A. Providing a time frame for decisions on hiring or additional interviews
- B. Using predetermined questions during the interview
- C. Providing a quiet and private environment for the interview
- D. Offering the applicant the job on the spot

Answer: D

Explanation:

The only response that is discouraged is D, offering the potential employee the job at the time of the initial interview, because the interviewer should review all candidates before making any decisions. The other responses are all suggested behaviors during the initial interview of a potential employee.

Question: 8

The standard rate of overtime pay for administrative or clinical medical assistants is generally:

- A. Twice the regular hourly rate for each hour over 40 in a week
- B. At least 1.5 times the regular hourly rate for each hour over 40 in a week

- C. Not applicable because most medical assistants are considered exempt employees
- D. Only applicable in terms of increasing benefits outside pay

Answer: B

Explanation:

Although overtime may be paid at twice the regular hourly rate, the general standard rate is at least 1.5 times the regular hourly rate for each hour over 40 in a week. Some medical assistants may be exempt employees, but those are usually functioning in higher grade levels, such as managers.

Question: 9

Medical assistants and other individuals who handle finances in the medical office should:

- A. Be bonded
- B. Maintain liability insurance
- C. Be registered
- D. Be licensed

Answer: A

Explanation:

The act that guarantees that a provider will get back any monies an employee embezzles is to buy a bond that covers losses in that employee's name. Professional liability insurance should be purchased by practicing medical assistants, but in that case things like malpractice are covered. Registration, while desirable, is not required for handling finances, and medical assistants are not licensed.

Question: 10

When must federal and state taxes related to employee wages be paid?

- A. Monthly
- B. Quarterly
- C. At the end of the year
- D. Upon filing of W-2 form

Answer: B

Explanation:

A medical assistant functioning as an office manager must pay federal and state taxes related to employee wages quarterly.

Question: 11

The four stages of job burnout, in order, are:

- A. Value, ambiguity, overload, conflict
- B. Value, reality, dissatisfaction, detachment
- C. Dissatisfaction, reality, crisis, devaluation
- D. Honeymoon, reality, dissatisfaction, crisis

Answer: D

Explanation:

Response D describes, in order, the four stages a person goes through on the way to job burnout. The four characteristics in response A when preceded by the word "role," are features associated with job burnout.

Question: 12

Which of the following activities does NOT relieve stress?

- A. Goal setting
- B. Meditation
- C. Gladly accepting all assigned work
- D. Taking time off for lunch or a break

Answer: C

Explanation:

If a worker accepts a workload that is too heavy, beyond their skill level, or not clearly differentiated from work others are doing, the worker can experience frustration, stress, and potentially burnout. The activities in options A, B, and D are all good ways to relieve stress.



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