



**Exam : NCMA**

**Title : National Certified Medical  
Assistant**

**Version : DEMO**

1.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

**Answer: B**

**Explanation:**

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.

2.Which of these can be reported to relevant authorities without a patient's consent?

- A. HIV status
- B. Illegal narcotics in bloodstream
- C. Gunshot wound
- D. Blood alcohol level

**Answer: C**

**Explanation:**

In most circumstances the right of the patient to confidentiality is paramount. That means his/her consent to confidential information being released must be obtained.

However, in the case of gunshot wounds, information may be passed to law enforcement agencies even if the patient should not wish this to happen.

3.What should be placed in the top right hand corner in a business letter?

- A. The date
- B. The sender's address
- C. The recipient's address
- D. A reference number

**Answer: B**

**Explanation:**

Business letters should be laid out with the sender's address at the top right, the recipient's address below that on the left, any reference number below that, then the date, then the salutation. Obviously if using headed paper with an address on it there is no need to repeat this.

4.The best passwords for computers are \_\_\_\_\_.

- A. Random
- B. Simple
- C. Memorable
- D. Short

**Answer: A**

**Explanation:**

Computer passwords are there to protect patient data so they should be as difficult to bypass as possible. Don't use names, birthdays, favorite teams etc.: use a random string of numbers, symbols and letters. Try

to memorize it rather than writing it down. Change your password as often as your systems administrator recommends.

5.If a patient cancels an appointment it is essential that you \_\_\_\_\_.

- A. Check if they need to reschedule
- B. Bill them for the cancelled appointment
- C. Remove their record from the database
- D. Mark their record as closed

**Answer:** A

**Explanation:**

A patient may cancel an appointment for many reasons and sometimes may forget to reschedule, which could result in them missing vital treatment. Always ask if they need to reschedule and if in doubt consult with the appropriate physician.