



**MEDICAL OFFICE ASSISTANT  
COMPETENCY EXAMINATION PROGRAM**



**MEDICAL OFFICE ASSISTANT (MOA) RECERTIFICATION**

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- **Computer Literacy**

1. Abbreviations:

cathode ray tube.....	<b>CRT</b>
binary coded decimal.....	<b>BCD</b>
letter quality printer.....	<b>LQP</b>
read-only memory.....	<b>ROM</b>
Modulator-Demodulator.....	<b>MODEM</b>

2. **Call it out for possible**

- |                                 |   |
|---------------------------------|---|
| <b>revision</b>                 | To access a document  |
| 3. <b>Backspace key</b>         | A key that moves the cursor backward one space at a time  |
| 4. <b>Cursor keys</b>           | Many computer keyboards have keys with arrows imprinted on them that indicate directions such as up, down, left or right  |
| 5. <b>Cathode ray tube</b>      | is a computer monitor   |
| 6. <b>Continuous-form paper</b> | Paper that is perforated at regular intervals so that pages may be separated – and feeds through the printer continuously |
| 7. <b>Edit</b>                  | revising the text of a document   |
| 8. <b>Directory</b>             | Computer listing of documents stored on a disk  |
| 9. <b>Font</b>                  | Computer term used to describe the style type   |
| 10. <b>Display</b>              | to show the contents of a disk on a screen or show the contents of a hard drive on a screen                               |
| 11. <b>Execute</b>              | Computer term used to command the system to perform a function  |
| 12. <b>Delete or erase</b>      | delete or remove from a disk  |
| 13. <b>Composite character</b>  | character produced by two or more characters one on top of the other  |
| 14. <b>Duplicate</b>            | to copy a document or disk, leaving the original unchanged  |
| 15. <b>Footer</b>               | text automatically placed at the bottom of a page such as a page number   |
| 16. <b>Hard copy</b>            | paper printout of a document from computer  |
| 17. <b>Hardware</b>             | physical equipment i.e. printer, computer, screen   |
| 18. <b>Initialize</b>           | prepare a disk to receive data from computer  |
| 19. <b>Lowercase</b>            | uncapitalized letters   |

- 20. **Matrix printers** high speed printers that print dots instead of letters
- 21. **Menu** different options shown on a computer
- 22. **Prompt** message appearing on the screen requiring a response from the computer operator
- 23. **Pica** 10 pitch characters
- 24. **Elite** 12 pitch characters
- 25. **Pitch** number of characters per horizontal inch
- 26. **Scroll** moving the cursor backward or forward through a document on the screen
- 27. **Record** information on a disk available for recall and edit later
- 28. **Top margin** lines between the top of the sheet of paper and the first line of printing
- 29. **Memory cycle** function performed by a memory unit in response to a read or write command
- 30. **Block** data or storage location handled as a group
- 31. **Backup copy** second copy of the computer data stored to protect the primary copy in case the computer malfunctions or is destroyed
- 32. **Volume** large collection of files, usually a large physical division such as a reel of magnetic tape
- 33. **Userprogram** application program operated by the computer user
- 34. **Reading** retrieval of information from some sort of storage
- 35. **Highlighter** feature that lets text stand out better on screen
- 36. **Multiplexing** placing information from several different sources on a single channel
- 37. **Polling** situation in which a central unit chooses one remote unit after another and exchanges data that is ready
- 38. **Disk memory** storage area maintained on magnetic disk units
- 39. **Drum memory** storage area maintained on magnetic drum units
- 40. **Byte** group of eight bits, handled as a unit
- 41. **Writing** process of placing information in a storage medium
- 42. A nanosecond is **one-billionth of a second.**
- 43. A microsecond is **one-millionth of a second.**
- 44. A millisecond is **one-thousandth of a second.**
- 45. A disk name may be made of **an alphanumeric code, an actual name or an abbreviation.**

46. Some computer systems have the capability to overprint the same text with the same characters in order to make them appear darker. This computer command is **bold**.
47. A **printwheel** is a circular printing element, and depending upon its shape, it may be called a **daisy** wheel.
48. The delete key is used **to omit text**.
49. When you cannot perform a function the way you are trying to, your screen will display a(n) **error message**.
50. A pentium computer is the same as a **586**.

- **Office Procedures**

1. **Addition** means the process of joining together or finding the sum of.  
**Edition** means the form in which a book is published.
2. **Lesson** refers to instructive or corrective example.  
**Lessen** means to decrease.
3. **Senses** refers to awareness and rationality or to the faculty of sensation.  
**Census** refers to official count of people within a country.
4. **Complement** means one of two parts that mutually complete each other.  
**Compliment** means to praise or congratulate.
5. **Census** means an official examiner of manuscripts.  
**Censure** means to express disapproval of.
6. **Assent** means agreement, consent or sanction.  
**Ascent** means rising.
7. **Sweet** means having a taste like sugar.  
**Suite** means a series of items intended to be used together.
8. **Allude** means to make a casual reference to something.  
**Elude** means avoid.
9. **Appraise** means to make an official evaluation of.  
**Apprise** means inform.
10. **Formally** means with formality or with regard to form.  
**Formerly** means some time ago.
11. **Capitol** means a building in which a State Legislature meets.  
**Capital** means a city or town that is the official seat of government of a state, nation, etc.
12. **Creditable** means deserving credit or esteem.  
**Credible** means reliable.

13. **Cite** means to mention or bring forward.  
**Site** means a location.
14. **Stationery** refers to writing supplies.  
**Stationary** means remaining in one place.
15. **Council** means an assembly convened for consultation.  
**Counsel** means advice.
16. **Administrator** person appointed by a court to settle an estate
17. **Affiant** assignor of an affidavit
18. **Affiant** attestation of the truth of a written statement
19. **Affiliate** company in financial association with another
20. **Agent** person or company acting for another person or company
21. **Annuity** annual or periodic income to the insured for life or for a specified long term
22. **Appreciate** to increase in value
23. **Arrival notice** announcement by a transportation company to the consignee when a shipment reaches its destination
24. **Audit** verification of financial accounts
25. **Barter** direct exchange of commodities without use of money
26. **Binder** sum of money, or other valuable consideration, binding parties to a contract
27. **Budget** plan for the expenditure of income
28. **Certified check** check bearing the signature or stamp of the cashier of the bank on which it is drawn: its significance is that the sum has been withdrawn from the account of the drawer and the bank assumes responsibility for payment
29. **Consignee** one to whom goods are shipped
30. **Overhead** fixed expenses, such as rent, salaries, utilities, etc.
31. **Requisition** order for supplies or materials
32. **Self-mailer** advertising message that can be sent by mail without enclosure in an envelope
33. **Shortage** something missing from inventory, cash, etc. and normally due to theft or loss
34. **Statute of limitations** law setting a time limit for a legal action
35. **Stock** A share of ownership in an incorporated business

36. **Terms** prearranged agreements for a debt
37. Office morale may be damaged by unintended curt notes by management personnel. To eliminate this, many office prepare forms that **restrict correspondence to one subject for clarity.**
38. Personal medical records may not be released by the medical records department without first obtaining the patient's permission. The best word describing this is **confidentiality.**
39. When greeting returning patients, you should remember your professional attitude and when you are busy on the phone, greet them with a smile, but never keep them waiting more than 30 minutes.
40. Maintenance of the reception area is the responsibility of the cleaning staff. The maintaining of the reception area is a reflection of the physician's care and the comfort and safety for patients.
41. You may be confronted with a patient who has walked in with an emergency. It is important that you remain calm, immediately alert the physician and take the patient to a separate room.
42. Life threatening emergencies such as poisonings, heart attacks or auto accidents **require immediate notification of the physician.**
43. When answering the phone identify the name of the medical clinic.
44. Communication through correspondence should be done on quality stationery, the standard size being **8½" x 11".**
45. Many physicians offices will have companies, including pharmaceutical firm representatives, soliciting their offices and these should be carefully screened.
46. Letterhead should be in good taste with clarity in the lettering and the information shown should contain **the specific name of the practice.**
47. Additional sheets of stationery for longer letters should not contain the **letterhead.**
48. The "full block" form of letter has the contents **aligned on the left hand margin.**
49. The "modified block" form of letter has certain parts of the letter aligned to the right to help balance the letter which has a left-hand alignment. **The date line, complimentary close and signature are the alignments to the right.**
50. There is a tendency to write letters without unessential punctuation. Where all punctuation is omitted is called **open punctuation.**
51. Patients often call the medical office for a prescription refill or for medication. These calls can be handled by **the office manager, the head nurse or the receptionist.**

52. The patient's *case history* is dictated by the physician and transcribed by a medical office employee after **the first visit**.
53. Pathology is the branch of medicine that studies **disease**.
54. A graphic illustration of the heart's activity is called **electrocardiogram**.
55. In a simplified letter the **date and the complimentary close are omitted**.
56. Mixed punctuation in a letter requires **a colon after the salutation and a comma after the complimentary close**.
57. In a simplified letter the date is placed on **line 12**.
58. An attention line is frequently used to route a letter to a particular person when a letter is addressed to a company. The attention line is typed as the **second line of the inside address**.
59. Reference initials at the end of a letter identify **who typed the letter**.
60. When any additional information is to be enclosed in the envelope with the medical correspondence, **an enclosure notation** should be used.
61. Some physician schedule a patient's return several weeks or months away. **It is important for you to call the patient a day prior to their appointment**.
62. If the physician's phone equipment is not set up automatic conference calls, you may dial "0" and ask for the conference operator. The phone operator will ask for a name, area code and each phone number of the people the physician wishes to communicate with. The operator will arrange for the call at a specific time provided.
63. Telephone number files of business, suppliers or other physicians are maintained on a rotary file card. Physician offices that have IBM compatible computers with "windows" have a built in card file for entry of such data.
64. Opening the mail normally includes date stamping the correspondence or other items. The reason for this is **a means of determining office efficiency**.
65. It is necessary to date outgoing letters from the physician.
66. Frequently referenced initials are used at the bottom of the letter and the purpose is to **identify the typist**.
67. The Employees Withholding Allowance Certificate form number is **W-4**.
68. The physician's bank statement is reconciled with the **checkbook**.
69. **Patient's ledger** record of debits, credits and balances
70. **Accounts payable** amounts purchased on credit and owed to creditors
71. **Tangible assets** cash, furniture and equipment
72. **Closed accounts** patient accounts having a zero balance
73. **Credit** increase in a liability or a decrease in an asset

74. **Debit** increase of an asset or a decrease of a liability
75. **Invoice** instrument reflecting the details of sales or purchase transactions
76. **Liabilities** debts
77. **Proprietorship** physician's net worth
78. **Forgery** fraudulent signature
79. **Credit** in banking - a deposit or addition to a bank account
80. **Endorsement** signature on the reverse side of a check
81. **Deposit slip** form to itemize deposits to savings or checking accounts
82. An Employer's Quarterly Federal Tax Return form is a **941**.
83. An employee must obtain a Social Security Number which is assigned by the **Federal Government**.
84. An employee's Social Security Number is assigned for a period of **life**.
85. The physician is required to give the employee a W-2 form on or before **January 31<sup>st</sup>**.
86. If a physician withdraws from a patient's case, to prevent a malpractice claim you should use **return receipt and restricted mail**.
87. Producing additional copies of output is called **reprographics**.
88. The fastest class of postal service is **express mail**.
89. Newspapers and periodicals should be sent **second class mail**.
90. If you need a record of delivery of no insured value, use **certified mail**.
91. Mail of monetary value to be guaranteed against loss or damage is **registered mail**.
92. Immediate delivery by post office messenger to prescribed locations is called **special delivery**.
93. When third and fourth class packages move with first class mail, use **special handling**.
94. An overnight telegram allows 100 words and the cost compared to a regular telegram is **less expensive**.
95. **Voice mail** special system of communication by telephone and computer hookup using voices instead of typed messages
96. **Micrographics** photographic process where documents are miniaturized and stored on magnetic film or cards

- 97. **Data processing** organization and interpretation of data into a meaningful form with a computer
- 98. **Optical character reader** machine that is able to scan characters on a document and convert them into electronic impulses that a computer can understand
- 99. **Bibliography** last item in a medical report containing references for all material cited in the body or used in the research
- 100. **Daily log** record of a day's financial activity

• **Medical Terminology**

- 1. The suffix-*emia* means blood.
- 2. The medical term for:
  - expanding or opening wider..... **dilate**
  - lack of or absence of breathing..... **apnea**
  - group of cells with same function..... **tissue**
  - basic unit of body structure..... **cell**
  - time when menstruation begins..... **menarche**
  - time when menstruation stops..... **menopause**
  - involuntary movement..... **reflex**
  - paralysis from the waist down..... **paraplegia**
  - paralysis from the neck down..... **quadriplegia**
  - removal of the tonsils..... **tonsillectomy**
  - paralysis on one side of the body..... **hemiplegia**
  - turning the joint inward..... **internal rotation**
  - turning up..... **supination**
  - decrease in size or a wasting..... **atrophy**
  - straightening of a body part..... **extension**
  - moving a body part away from the body..... **abduction**
  - bending a body part..... **flexion**
  - turning downward..... **pronation**
  - bending backward..... **dorsiflexion**
  - abnormal shortening of a muscle..... **contracture**
  - moving a body part toward the body ..... **adduction**
  - loss of appetite..... **anorexia**
  - tube feeding..... **gavage**

swelling of body with water.....	<b>edema</b>
painful or difficult urination.....	<b>dysuria</b>
sugar in the urine.....	<b>glucosuria</b>
decubitis ulcer; a pressure sore.....	<b>bedsore</b>
preparation that masks and controls body order.....	<b>deodorant</b>
incision of the bladder.....	<b>vesicotomy</b>

3. The meaning of the word element:

itis.....	<b>inflammation</b>
hema, hemo.....	<b>tissue</b>
hyster.....	<b>uterus</b>
mast.....	<b>breast</b>
gastro.....	<b>stomach</b>
myo.....	<b>muscle</b>
otomy .....	<b>incision, surgical cutting</b>
oma.....	<b>tumor</b>
phlebo.....	<b>vein</b>
pneumo.....	<b>air, lungs</b>
adeno.....	<b>gland</b>
algia, algesia.....	<b>pain</b>
cardio.....	<b>heart</b>
cranio.....	<b>skull</b>
ectomy.....	<b>surgical removal</b>
endo.....	<b>within, inner or on the inside</b>
emesis.....	<b>vomiting</b>
cise.....	<b>cut</b>
centesis.....	<b>puncture</b>
renal.....	<b>kidney</b>
post.....	<b>after</b>
osis.....	<b>condition of</b>
rhino.....	<b>nose</b>
stomato.....	<b>mouth or ostium uteri</b>
super.....	<b>above</b>

4.	<b>Erythema</b>	red skin
5.	<b>Superficial</b>	of or being on the surface; not deep
6.	<b>Hypertension</b>	high blood pressure
7.	<b>Neoplasm</b>	new growth
8.	<b>Abdomen</b>	cavity between the diaphragm and the floor of the pelvis in which the stomach, intestines, etc. are located
9.	<b>Excise</b>	to cut out or remove surgically
10.	<b>Abortion</b>	expulsion of a nonviable fetus prior to term, either voluntary or induced
11.	<b>Achilles tendon</b>	tendon that connects the muscles at the back of the calf to the bone of the heel
12.	<b>Acidosis</b>	chemical imbalance in the blood marked by an excess of acid, sometimes affecting diabetics and possibly leading to a diabetic coma
13.	<b>Acne</b>	common eruptive skin disorder resulting from the clogging or inflammation of the sebaceous glands
14.	<b>Acromegaly</b>	disorder of the pituitary gland which is characterized by an enlarged head, hands or feet
15.	<b>Acrophobia</b>	fear of height
16.	<b>Acupuncture</b>	An Oriental art of medicine in which needles are inserted into the skin to relieve pain or treat disease
17.	<b>Adams-Stokes disease</b>	temporary loss of consciousness caused by the failure of the heart to miss a beat
18.	<b>Addiction</b>	compulsive use of a drug or other substance for other than a medical reason
19.	<b>Adenoid</b>	enlarged lymphoid growth behind the pharynx
20.	<b>Adenotonsillectomy</b>	“T and A” operation
21.	<b>Adrenaline or Epinephrine</b>	adrenal hormones that act to stimulate the heart, dilate the blood vessels and relax bronchial smooth muscles
22.	<b>Albuminuria</b>	presence of protein in the urine
23.	<b>Bell’s palsy</b>	facial paralysis resulting from a lesion of the facial nerve

24. **Hay fever or allergic rhinitis** annual recurring inflammation of the mucous membranes of the nose and eyes which is normally caused by pollen
25. **Allergic shock or anaphylactic shock** violent shock reaction, often accompanied by a rash, resulting from an oversensitivity reaction to a foreign substance such as medication or an insect bite
26. **Alveoli** air sacs that are situated in the lungs
27. **Ambulatory** describes a patient that is able to walk
28. **Blister** small rounded sac, especially on the skin containing fluid matter, often resulting from injury, friction or scalding
29. **Amputate** to remove surgically by cutting, as a gangrenous limb
30. **Anemia** deficiency in the amount or quality of red blood corpuscles or of hemoglobin in the blood
31. **Anesthesiologist** physician that specializes in the study and administration of anesthetics
32. **Aneurysm** localized dilation of the wall of an artery, forming a pulsating sac and usually accompanied with pain
33. **Anorexia nervosa** emotional disturbance, characterized by aversion to food and resulting emaciation
34. **Antidote** anything that neutralizes or counteracts the effects of a poison
35. **Anxiety reaction** Neurosis characterized chiefly by anxiety unrelated to any apparent cause
36. **Appendectomy** surgical removal of the appendix
37. **Arteriogram** X-ray picture of an artery
38. **Arteriosclerosis** thickening or hardening of the walls of an artery, with impairment of blood circulation
39. **Arthritis** inflammation of a joint, characterized by pain, swelling and tenderness
40. **Aspirate** withdraw by suction
41. **Assimilation** process by which digestive food is made an integral part of solid or fluids of an organism

42.	<b>Astigmatism</b>	Distorted vision caused by an uneven curvature of the cornea
43.	<b>Athlete's foot</b>	ringworm of the foot, caused by a parasitic fungus
44.	<b>Atrophy</b>	wasting or withering of the body or any other part as from disease or lack of use
45.	<b>Audiologist</b>	one who specializes in the treatment of those with hearing problems
46.	<b>Aura</b>	temporary sensory perception that occurs just before the onset of an epileptic convulsion or migraine headache
47.	<b>Autism</b>	mental disorder of children marked by lack of response to external activities
48.	<b>Autopsy</b>	postmortem examination of a person to determine the real cause of death
49.	<b>Autopsy</b>	postmortem examination of a person to determine the real cause of death
50.	<b>Botulism</b>	poisoning caused by eating spoiled or improperly prepared or canned food and characterized by acute gastrointestinal and nervous disorders
51.	<b>Breach presentation</b>	birth when the baby is positioned to present buttocks first instead of the head first
52.	<b>Bronchitis</b>	inflammation of the bronchial tubes, characterized by coughing, chest pain and fever
53.	<b>Buerger's disease</b>	disorder involving overeating followed by self-induced vomiting
54.	<b>Bursitis</b>	inflammation of any of the fluid sacs within the body that tend to lessen friction between movable parts
55.	<b>Cardiac arrest</b>	stopping of the heartbeat
56.	<b>Cardiologist</b>	physician specializing in the diagnosis and treatment of heart disease
57.	<b>Chronic</b>	occurring gradually over an extended period of time as a disease
58.	<b>Harelip or cleft lip</b>	genetic defect in which the upper lip is not completely joined
59.	<b>Colitis</b>	inflammation of the colon

60.	<b>Depilatory</b>	chemical product capable of removing or loosening hair
61.	<b>Dermatologist</b>	physician specializing in the diagnosis and treatment of disorders of the skin
62.	<b>Electromyogram</b>	graph recording the electrical activity of a muscle
63.	<b>Etiologist</b>	physician specializing in studying the causes of disease
64.	<b>Cryosurgery</b>	freezing of the skin
65.	<b>Gestation and glomeruli</b>	total period of pregnancy from conception to birth
66.	<b>Hallucinogen</b>	drug or chemical capable of inducing hallucinations
67.	<b>Hematoma</b>	blood tumor
68.	<b>Herpes simplex</b>	virus that causes cold sores and other skin conditions in humans
69.	<b>Immunologist</b>	physician or specialist in the study of immunity
70.	<b>Labyrinthitis</b>	inflammation of the labyrinth of the inner ear, usually disturbing in the sense of equilibrium
71.	<b>Lymphangiogram</b>	visualization by X-ray of lymph nodes after injection of an opaque fluid
72.	<b>Mammography</b>	specialized X-ray examination of the breasts
73.	<b>Oncologist</b>	physician specializing in the diagnosis and treatment of tumors
74.	<b>Otitis media</b>	inflammation of the middle ear
75.	<b>Postpartum</b>	after childbirth

- **Medical Abbreviations**

Urinalysis.....	<b>UA</b>
Hematocrit.....	<b>HCT</b>
below or low.....	<b>hypo</b>
cerebrovascular accident or stroke.....	<b>CVA or C.V.A.</b>
gastrointestinal.....	<b>GI or G.I.</b>
by mouth.....	<b>po</b>
dressing.....	<b>dsg</b>
medicine.....	<b>MD or M.D.</b>
afternoon.....	<b>p.m. or P.M. or pm or PM</b>
postoperative.....	<b>postop or post op.</b>
nasogastric tube.....	<b>NPO or N.P.O.</b>

postmortem care .....	<b>PMC or P.M.C.</b>
postprandial blood sugar .....	<b>PPBS</b>
intravenous.....	<b>IV or I.V.</b>
medical doctor.....	<b>MD or M.D.</b>
laboratory.....	<b>lab</b>
discontinue.....	<b>d/c</b>
diagnosis.....	<b>DX</b>
fasting blood sugar.....	<b>FBS or F.B.S.</b>
above or high.....	<b>hyper</b>
discharge.....	<b>Disch. or dish or D/C</b>
catheter.....	<b>Cath.</b>
electroencephalogram.....	<b>EEG</b>
delivery room.....	<b>DR</b>
varicose vein.....	<b>VV</b>
Papanicolaou smear.....	<b>pap smear</b>
cancer.....	<b>CA</b>
temperature, pulse, and respiration.....	<b>TPR</b>
at once or immediately.....	<b>STAT</b>
prepare patient for surgery by shaving the skin.....	<b>prep</b>
specimen.....	<b>Spec or spec</b>
cardiopulmonary resuscitation.....	<b>CPR or C.P.R</b>
glucose tolerance test.....	<b>Gtt or G.T.T.</b>
dead on arrival.....	<b>DOA OR D.O.A.</b>
female.....	<b>F. or Fe. or F or Fe</b>
male.....	<b>M</b>
gallon.....	<b>gal</b>
blood urea nitrogen.....	<b>BUN</b>
height.....	<b>ht</b>
orange juice.....	<b>OJ or O.J.</b>
intensive care unit.....	<b>ICU OR I.C.U.</b>
midnight.....	<b>Mn or mm or M/n</b>
arterial blood pressure.....	<b>ABP</b>
operating room.....	<b>OR or O.R.</b>
ounce.....	<b>oz</b>
toxic shock syndrome.....	<b>TSS</b>

carbohydrate.....	<b>carb</b>
chronic brain syndrome.....	<b>cbs</b>
chief complaint.....	<b>CC</b>
grain.....	<b>gr</b>
gynecology.....	<b>GYN</b>
normal sinus rhythm.....	<b>NSR</b>
elixir.....	<b>elix</b>
emulsion.....	<b>emul</b>
fluid.....	<b>fl or fld</b>
ointment.....	<b>oint, ung</b>
solution.....	<b>sol</b>
suppository.....	<b>supp</b>
syrup.....	<b>syr</b>
grain.....	<b>tab</b>
tincture.....	<b>tinc</b>
intramuscular.....	<b>IM</b>
injection.....	<b>inj</b>
rectally.....	<b>R</b>
as desired.....	<b>ad lib</b>
right ear.....	<b>AD</b>
left ear.....	<b>sol</b>
both ears.....	<b>supp</b>
dilute.....	<b>syr</b>
day.....	<b>tab</b>
alcoholics anonymous.....	<b>AA</b>
aid to dependent children.....	<b>ADC</b>
bundle branch block.....	<b>BBB</b>
bleeding time.....	<b>blt tm</b>
blood sugar.....	<b>BS</b>
blood uria nitrogen.....	<b>BUN</b>
biopsy.....	<b>Bx</b>
coronary artery disease.....	<b>CAD</b>
chronic coronary insufficiency.....	<b>CCI</b>
cardiopulmonary resuscitation.....	<b>CPR</b>
chronic obstructive lung disease .....	<b>COLD</b>

expected date of delivery.....	<b>EDD</b>
emergency medical technician.....	<b>EMT</b>
hydrochloric acid.....	<b>HDC</b>
interferon.....	<b>IFN</b>
insurance.....	<b>INS</b>
potassium.....	<b>K</b>
ligament.....	<b>LIG</b>
liters per minute.....	<b>LPM</b>
medical records department.....	<b>MRD</b>
national institute of health.....	<b>NIH</b>
past medical history.....	<b>PMH</b>
placebo.....	<b>PLBO</b>
recommended daily allowance.....	<b>R.D.A.</b>
licensed practical nurse.....	<b>LPN</b>
vocational practical nurse.....	<b>LVN</b>
skin prick test.....	<b>SPT</b>

- **Medical Law & Ethics**

- |     |                        |   |
|-----|------------------------|---|
| 1.  | <b>Ethics</b>          | right and wrong conduct   |
| 2.  | <b>Negligence</b>      | most common type of medical tort liability  |
| 3.  | <b>Defendant</b>       | person sued   |
| 4.  | <b>Abandonment</b>     | withdrawal of a physician from the care of a patient without reasonable notice of such discharge from the case by the patient |
| 5.  | <b>Assault</b>         | unlawful threat or attempt to do bodily injury to another   |
| 6.  | <b>Reasonable care</b> | health worker is protected by law if it can be determined that he or she acted reasonably as compared with fellow workers     |
| 7.  | <b>Malpractice</b>     | negligence by a professional person   |
| 8.  | <b>Crime</b>           | act that violates criminal law  |
| 9.  | <b>Breach</b>          | breaking of a law, promise or duty  |
| 10. | <b>Empathy</b>         | ability to see things from another person's point of view   |
| 11. | <b>Slander</b>         | defamation through spoken statements  |

12.	<b>Statute of limitations</b>	time established for filing law suits
13.	<b>Subpoena</b>	writ that commands a witness to appear at a trial or other proceeding and to give testimony
14.	<b>Tort</b>	wrong committed against another person or the person's property
15.	<b>False imprisonment</b>	holding or detaining a person against his or her will
16.	<b>Libel</b>	defamation through written statements
17.	<b>Litigation</b>	lawsuit
18.	<b>Invasion of privacy</b>	violation of a person's right not to have his or her name, photograph or private affairs exposed or made public without giving consent
19.	<b>Felony</b>	major crime for which greater punishment is imposed other than a misdemeanor
20.	<b>Plaintiff</b>	one who institutes a lawsuit
21.	<b>A will</b>	legal statement of how an individual's property is to be distributed after death
22.	<b>Privileged communication</b>	information given by a patient to medical personnel which cannot be disclosed without consent of the person who gave it
23.	<b>Law</b>	rule of conduct made by a government body
24.	<b>Negligence</b>	failure to do something a reasonable person would do under ordinary circumstances, or doing something a reasonable person would not do under ordinary circumstances, thereby causing harm to another person or a person's property
25.	<b>Consent</b>	permission granted by a person voluntarily and in his right mind
26.	<b>Defamation</b>	injuring the name and reputation of another person by making false statements to a third person
27.	<b>A contract</b>	agreement between two or more parties for the doing or not doing of some definite thing
28.	<b>Incompetent</b>	lack of physical or mental fitness
29.	<b>Judgment</b>	final decision of a court in an action or suit
30.	<b>Respondent superior</b>	responsibility of an employer for the act(s) of an employee

31. **Emancipation** act of releasing or freeing; when used in reference to a minor, it means that a child is not longer under parental control
32. **Medical grievance committee** impartial panel established to listen to and investigate patient complaints about medical care or excessive fees
33. **Deposition** testimony of a witness under oath and written down before trial for possible use when the case comes to trial
34. **Civil law** statute that enforces private rights and liabilities, as differentiated from criminal law
35. **Breach of duty** violation or admission of a legal or moral duty
36. **Battery** deliberate physical attack upon a person
37. **Bioethics** branch of study of moral issues, questions and problems arising in the practice of medicine and in biomedical research
38. **Expert testimony** statement given concerning scientific, technical or professional matters by an expert, such as a physician
39. **Contributory negligence** failure to act prudently and reasonable, or doing that which a reasonable person would not do under the same or similar circumstances
40. **Assumption of risk** consent to treatment based on a full understanding of all possible risks of unpreventable results of that treatment
41. **Medical etiquette** conduct, courtesy and manners customary in the medical profession
42. **Fraud** intentional perversion of truth for the purpose of inducing another in reliance upon it to part with some valuable thing belonging to him or to surrender a legal right
43. **Suspend** interrupt or discontinue a suit temporarily with the intention or resumption at a later date

- 44. **Proximate cause** that which in natural and continuous sequence, unbroken by any new independent cause, produces an event, and without which injury would not have occurred
- 45. **Breach of contract** failure to achieve an agreed upon result, even when the highest degree of skill has been used
- 46. **Non compos mentis** Latin term signifying that a person is not of sound mind
- 47. **Res gestates** Latin for “things done; deeds”, the facts and circumstances attendant to the act in question
- 48. **Qui facit per alium facit per se** Latin for “he who acts through another acts for himself”
- 49. **Res judicata** Latin for “things decided”; a matter already decided by judicial authority
- 50. **Res ipsa loquitor** Latin for “the thing speaks for itself”; presumption or inference of negligence when an accident is otherwise inexplicable in terms of ordinary and known experience

- **Pharmacology**

- 1. Types of drugs and description

- Emetic**..... vomiting
- Hypnotic**..... produces sleep
- Antitussive**..... relieves a cough
- Antidote**..... counteracts the affects of a poison
- Coagulant**..... causes blood or fluid to clot
- Antinauseant**..... controls nausea
- Antacid**..... neutralizes acidity
- Appetite suppressor**..... controls appetite
- Bronchodilator**..... dilates bronchial tubes
- Anticoagulant**..... prevents blood from clotting
  
- Antipyretic**..... controls temperature
- Appetite stimulant**..... promotes appetite
- Analgesic**..... controls pain

**Tranquilizer**..... reduces anxiety  
**Vasodilator**..... causes dilation of blood vessels  
**Decongestant**..... decreases congestion  
**Diuretic**..... increases the secretion of urine  
**Mydriatic**..... causes the pupil of the eye to dilate  
**Diagnostic**..... used for testing purposes

2. A physician must have a **narcotics license** to dispense, prescribe or administer controlled substances.
3. Physicians with a narcotics license are required to register on June 30 of each year with **Drug Enforcement Agency**.
4. Substances of high abuse potential are listed on **Schedule I**.
5. An inactive substance substituted in place of the actual drug to satisfy the patient is called a **placebo**.
6. Abbreviations

drops.....	<b>gtt.</b>
two times a day.....	<b>bid</b>
after meals.....	<b>PC</b>
three times a day.....	<b>tid</b>
four times a day.....	<b>qid</b>
at bedtime.....	<b>hs</b>
as needed.....	<b>prn</b>
immediately.....	<b>stat</b>
quantity sufficient.....	<b>qs</b>
nothing by mouth.....	<b>NPO</b>
before meals.....	<b>ac</b>
water.....	<b>aq</b>
night.....	<b>noct</b>
directions.....	<b>sig</b>
hour.....	<b>h</b>
cubic centimeter.....	<b>cc</b>
capsules.....	<b>caps</b>
complete physical exam.....	<b>CPX</b>

- **Insurance**

1. **Inpatient** bed patient in a hospital
2. **Adjuster** one who acts for the insured or the carrier in a claim
3. **Claim** request for payment under an insurance contractor bond
4. **Premium** payment made periodically to keep an insurance policy in force
5. **Provider** person or institution that gives medical care
6. **Exclusions** specific hazards or perils listed in an insurance policy for which the insurance company will not pay
  
7. **Indemnity** benefits in the form of cash payments rather than service
8. **Deductible** amount the insured must pay before policy benefits begin
9. **Carrier** organization that offers insurance against losses in exchange for a premium
10. **Catastrophic** health insurance that provides protection against the high cost of treating severe or lengthy illnesses or disabilities
11. **Outpatient** patient receiving ambulatory care at a hospital or other health facility without being admitted as a bed patient
12. **Partial disability** illness or injury that prevents an insured person from performing one or more of the functions of his regular job
13. **Preexisting condition** previous injury, disease or physical condition that existed before the health insurance policy was issued
14. **Subscriber** one who belongs to a group insurance plan
15. **Benefits** sum of money provided in an insurance policy, payable for covered services
16. **Coordination of benefits** prevents the insured from receiving a duplicate payment for losses under more than one insurance policy

- 17. **Preinsurance** a requirement under a health care policy dictating that the insured be responsible for a percentage of covered services
- 18. **Elimination period** period of time after the beginning of the disability for which no benefits are payable
- 19. **Major medical** insurance designed to offset medical expenses resulting from catastrophic or prolonged illness or injury
- 20. **Accident** unexpected event which may cause injury
- 21. **Participating physician** doctor who agrees to accept an insurance company's pre-established fee as the maximum amount to be collected
- 22. **Temporary disability** illness or injury that temporarily prevents an injured person from performing their regular job
- 23. **Permanent disability** illness or injury that permanently prevents an injured person from performing their regular job
- 24. **Usual, customary and reasonable** insurance plan that pays a physician's full charge if it does not exceed his or her normal charge or does not exceed the amount normally charged for the service by other physicians in the area
- 25. **Time Limit** period of time in which a notice of claim or proof of loss must be filed
- 26. **Medicaid** program designed for needy and low income people, the blind, disabled and members of family receiving aid to dependent children
- 27. **Medicare** health program for people age 65 under social security
- 28. **Champus** civilian health and medical program of the uniform services
- 29. **Worker's Compensation** form of insurance paid by the employer providing cash benefits to workers injured or disabled in the course of employment
- 30. **Explanation of benefits** recap sheet that accompanies a Medicare or Medicaid check, showing breakdown and explanation of payment on a claim

- |     |                               |   |
|-----|-------------------------------|---|
| 31. | <b>Copayment</b>              | type of insurance whereby the insured pays a specific amount per unit of service and the insurer pays the rest of the cost  |
| 32. | <b>Comprehensive</b>          | in insurance, greater coverage of diseases or accident and greater indemnity payment in comparison with a limited clause  |
| 33. | <b>Dread disease rider</b>    | rider added to a policy to provide additional benefits for certain conditions   |
| 34. | <b>Grace period</b>           | interval after a payment is due to the insurance company in which the policy holder may make payments and still the policy remains in effect.                           |
| 35. | <b>Assignment</b>             | agreement by which a patient assigns to another party the right to receive payment from a third party for the service the patient has received                          |
| 36. | <b>Extended Care Facility</b> | skilled nursing facility for patients receiving specialized care from a hospital  |
| 37. | <b>Hospital benefits</b>      | payment for hospital charges incurred by an insured person because of injury or illness   |
| 38. | <b>Insurance Agent</b>        | agent of an insurance company who solicits or initiates contracts of insurance and services the policyholder for the insurer  |
| 39. | <b>Fee-for-service</b>        | method of charging whereby a physician presents a bill for each service rendered  |
| 40. | <b>Birthday rule</b>          | when children are covered by both policies of parents and whichever parent's birthday falls first in the calendar year, that parent's insurance is the primary coverage |
| 41. | <b>Assignment of benefits</b> | statement from the insurer that is sent to the patient with a detailed account of "who paid which bills"  |
| 42. | <b>Pre-certification</b>      | prior authorization obtained before a patient is admitted to a hospital   |
| 43. | <b>Service area</b>           | geographical area served by a HMO   |
| 44. | <b>Coding</b>                 | transference of words into numbers for use of computers in claim processing   |
| 45. | <b>Effective date</b>         | date when insurance goes into affect  |

46. **Capitation** health care provider is paid a fixed amount for each person treated regardless of service provided
47. **Preferred Provider Organization** subscriber belongs to a group allowing a choice from participating or non-participating physician(s) and the non-participating physician(s) receives a lower level of benefits
48. **Fee Schedule** list of approved professional services for which the insurance company will pay and how much it will pay
49. **Stipulations** rules insurance companies have that services be outpatient or inpatient
50. **CHAMPVA** government health insurance for spouses and dependent children of veterans who are totally disabled or who have died in service-related activities
51. **Superbill** combination of a charge slip, statement and an insurance report form
52. **CPT-4 Codes** listing of medical procedures and treatments known as Physician's Current Procedural Terminology
53. **Third party payer** public or private or organizations that pay or insure medical expenses on behalf of recipients
54. **HCPCS** Medicare coding system called Health Care Financing Administration Common Procedures Coding System
55. **HMO** organization offering members prepaid medical services emphasizing good health maintenance called Health Maintenance Organization
56. The CHAMPUS fiscal year is from **October 1 through September 30**.
57. In the CHAMPUS program, if the patient lives within 40 miles of a uniformed service hospital and the necessary services are not available at the service hospital, for treatment in a civilian or physician office, it is necessary to obtain a **nonavailability statement**.
58. The patient information sheet is completed immediately upon arrival at the medical office by the **patient**.
59. After the initial visit, the patient case history is dictated by the **physician**.
60. If both husband and wife carry insurance coverage that overlaps, the insured's coverage is considered **primary**.

61. Medicare Insurance Part A covers **hospital insurance** and is financed by **contributions paid by employees.**

- **STATE AND US TERRITORY ABBREVIATIONS**

**STATES & DISTRICT OF COLUMBIA**

Alabama.....	AL	Montana.....	MT
Alaska.....	AK	Nebraska.....	NE
Arizona.....	AZ	Nevada.....	NV
Arkansas.....	AR	New Hampshire.....	NH
California.....	CA	New Jersey.....	NJ
Colorado.....	CO	New Mexico.....	NM
Connecticut.....	CT	New York.....	NY
Delaware.....	DE	North Carolina.....	NC
District of Columbia.....	DC	North Dakota.....	ND
Florida.....	FL	Ohio.....	OH
Georgia.....	GA	Oklahoma.....	OK
Hawaii.....	HI	Oregon.....	OR
Idaho.....	ID	Pennsylvania.....	PA
Illinois.....	IL	Rhode Island.....	RI
Indiana.....	IN	South Carolina.....	SC
Iowa.....	IA	South Dakota.....	SD
Kansas.....	KS	Tennessee.....	TN
Kentucky.....	KY	Texas.....	TX
Louisiana.....	LA	Utah.....	UT
Maine.....	ME	Vermont.....	VT
Maryland.....	MD	Virginia.....	VA
Massachusetts.....	MA	Washington.....	WA
Michigan.....	MI	West Virginia.....	WV
Minnesota.....	MN	Wisconsin.....	WI
Mississippi.....	MS	Wyoming.....	WY
Missouri.....	MO		

**U.S. TERRITORIES**

American Samoa.....	AS	Guam.....	GU
Canal Zone.....	CZ	Puerto Rico.....	PR

- **EXPOSURE CONTROL**

1. Every medical facility is required by OSHA to have an exposure control plan.
2. The exposure control plan shall be made available to the Assistant Secretary and the Director upon request for examination and copying.
3. Hand washing facilities must have an adequate supply of:
  - a) **single use towels or hot air drying machines**
  - b) **running water**
  - c) **soap**
4. **HIV** human immunodeficiency virus
5. **Contaminated sharps** any contaminated object that can penetrate the skin including, but not limited to needles, scalpels, broken glass, broken capillary tubes and exposed ends of dental wires
6. **Occupational exposure** reasonable anticipated skin, eye, mucous membrane or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employee's duties
7. **Personal Protective Equipment** gloves, aprons, masks
8. **Source individual** any individual, living or dead, whose blood, or other potentially infectious materials may be a source of occupational exposure to the employee
9. **Sterilize** to use a physical chemical procedure to destroy all microbial life including highly resistant bacterial endospores
10. **Human exposure** is defined (in the Federal Register) as contact with blood, or other body fluids to which universal precautions apply through percutaneous inoculation, or contact with an open wound, non-intact skin, or mucous membrane during the performance of "normal duties
11. **Unfortunate exposure** a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood, or other potentially infectious materials resulting from the performance of an employee's duties

12. **Universal Precautions** an approach to infection control
13. **Incise** piercing mucous membranes, or the skin barrier, through such events as needle sticks, human bites, cuts and abrasions
14. **Blood** is the single most important source of HIV and HBV in the workplace.
15. The risk of infection with HIV following one needle-stick exposure to blood from a patient known to be infected with HIV is approximately **.050%**.
16. General infection-control procedures are designed to prevent transmission of a wide range of **micro biological agents** and to provide a wide margin of safety in the varied situations encountered in the health-care environment.
17. The first step in developing an exposure control plan is to have every employee's work activities classified into one of 2 categories.
18. All workers, whose jobs involve participation in tasks or activities with exposure to blood or other body fluids to which universal precautions apply, should be vaccinated with **hepatitis B**.
19. **Serologic** testing should be made available by the employer to all workers who may be concerned they have been infected with HIV though an occupational exposure.
20. Studies suggest that the potential for salivary transmission of HIV is **remote**.
21. After they are used, disposable syringes and needles, scalpel blades and other sharp items should be placed in **puncture-resistant containers** for disposal.
22. Broken glassware which may be contaminated shall not be picked up directly with the hands but by mechanical means, such as **a brush and dust pan**.
23. Contaminated laundry shall be **bagged or containerized** at the location.
24. Medical records of each employee should be kept. These records should include **social security and a copy of the information provided to the health care professionals**.
25. All spills of blood-contaminated fluids should be promptly cleaned up using **an EPA approved germicide or a 1:100 solution of household bleach**.
26. In cases of blood contamination shoe coverings and gloves should be disposed of in **red biohazard plastic bags**.
27. It is recommended that protective masks and eye wear, or face shields, be worn by laboratory technicians and/or housekeeping personnel.
28. Blood from all individuals should be considered **infective**.
29. When starting an Intravenous line, gloves, gown and eyewear are not required.

30. The likelihood of hand contamination with blood containing HIV, HBV or other bloodborne pathogens during phlebotomy depends on **the skill and technique of the health care worker.**
31. CDC has estimated that **12,000 health care workers** whose jobs entail exposure to blood become infected with HBV each year.
32. Vaccinations against HBV infection provide 90% protection against hepatitis B for **seven or more years following vaccination.**
33. Universal precautions should be observed when workers are exposed to **saliva.**
34. Employees that fall in Category II of job classifications may include **Medical Office Manager.**
35. When a worker who has not previously been given hepatitis B vaccine is exposed to a source individual found to be positive for HBsAg, they should:
  - a) **wash all exposed areas**
  - b) **be tested for infection**
  - c) **receive the vaccine series**
36. In case of exposure, the circumstances of exposure should be:
  - a) **recorded as part of the confidential medical record**
  - b) **filed for further study by CDC**
  - c) **recognized as private information**
37. The decision as to whether workers infected with HIV can adequately and safely be allowed to perform patient care, should be made **by the worker's personal physician in conjunction with the employer's medical advisors.**
38. **You must wear gloves** when you anticipate hand contact with blood or potentially infectious materials.
39. Report an exposure incident:
  - a) right away
  - b) seek immediate medical follow-up
  - c) see immediate intervention that can forestall development of possible infection(s)