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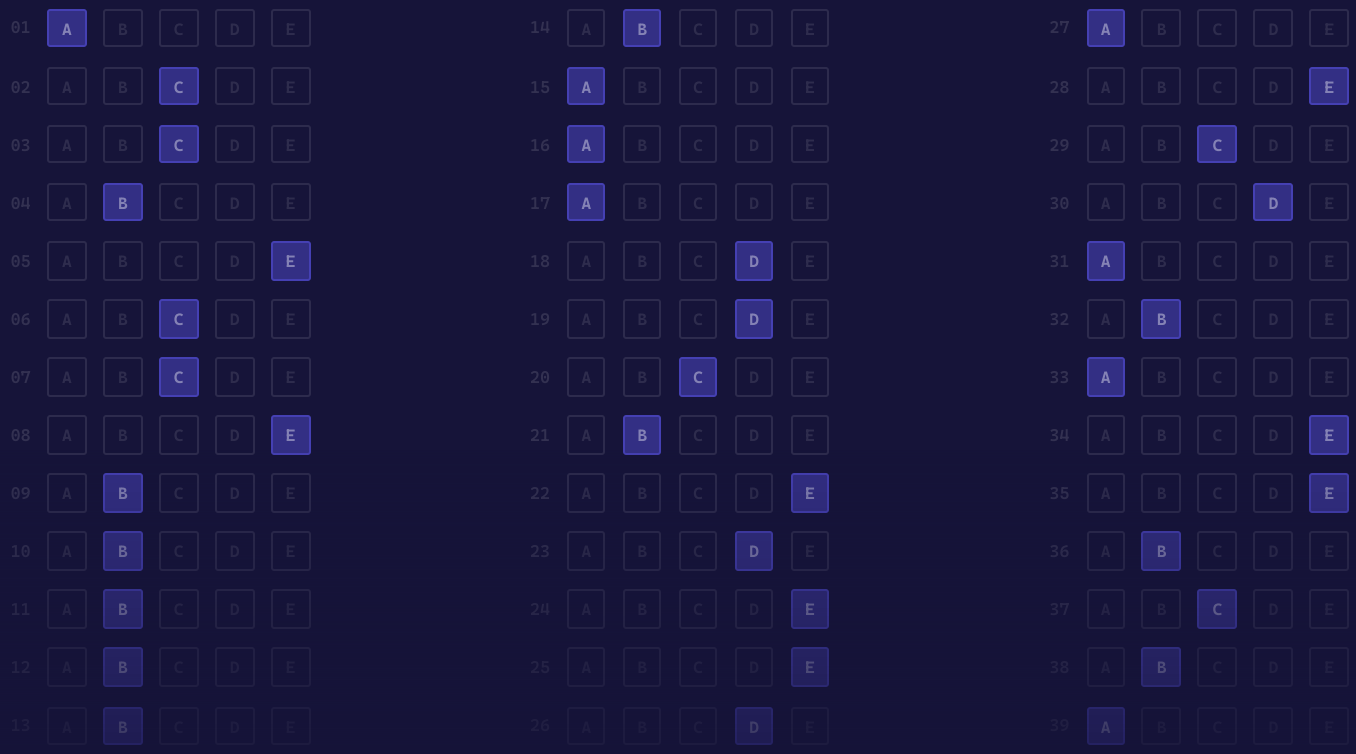

PRACTICE QUESTIONS

American Association of Medical Assistants (AAMA)

VFWGBPQW

CMA (AAMA) Certification Exam

EDITION	QUESTIONS	FORMAT
Demo	9	Limited Edition PDF

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Before you begin

What this is

9 practice questions for American Association of Medical Assistants (AAMA) `VFWGBPQW`, each with its answer key and an explanation. Answer a question before you read its key — the explanation is worth more once you have committed.

If something looks wrong

Send us three things and we will check it:

- the exam code, `VFWGBPQW`
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

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QUESTION 1 SINGLE CHOICE

A patient who has just been diagnosed with a serious illness tells the medical assistant, "I don't want to talk about it." Which response by the medical assistant best demonstrates therapeutic communication?

A Tell me more about how you're feeling right now.

B **I understand. We don't have to talk about it if you're not ready.**

C You'll feel better once we start treatment.

D It's important that you share your feelings with me so I can help.

E Many patients feel the same way when they first hear this news.

ANSWER **B**

WHY Option B acknowledges the patient's feelings and respects their right to decline discussion, which is the foundation of therapeutic communication. Options A and D pressure the patient to disclose feelings when they have declined. Options C and E are forms of false reassurance and stereotypical platitudes that block further communication.

QUESTION 2 SINGLE CHOICE

A medical assistant is taking a patient's chief complaint. The patient states, "I have been having retrosternal pain that radiates down my left arm." Which anatomical structure is the patient describing as the source of the pain?

A Spine

B **Sternum**

C Liver

D Kidney

E Diaphragm

ANSWER **B**

WHY Retrosternal means behind the sternum (breastbone). Pain in this region that radiates down the left arm is classically associated with cardiac ischemia. The other options do not match the anatomical term retrosternal.

QUESTION 3 SINGLE CHOICE

A physician orders a medication to be given sublingually. The medical assistant should instruct the patient to:

A Swallow the medication with a full glass of water.

B **Place the medication under the tongue and allow it to dissolve completely.**

C Chew the medication thoroughly before swallowing.

D Insert the medication into the rectum.

E Apply the medication to the skin.

ANSWER **B**

WHY Sublingual administration requires placing the medication under the tongue, where it dissolves and is absorbed through the mucous membranes into the bloodstream. The other options describe oral (swallow), oral chewable, rectal, and transdermal routes of administration.

QUESTION 4 SINGLE CHOICE

A medical assistant measures an adult patient's blood pressure and obtains a reading of 146/92 mmHg. According to the American Heart Association guidelines for adults, how should this blood pressure be classified?

A Normal

B Elevated

C Hypertension stage 1

D **Hypertension stage 2**

E Hypertensive crisis

ANSWER **D**

WHY According to the AHA blood pressure categories for adults, a systolic reading of 146 mmHg and a diastolic reading of 92 mmHg both fall at or above 140/90 mmHg but below 180/120 mmHg, which classifies the patient in Hypertension Stage 2. Normal is below 120/80; Elevated is 120-129/<80; Stage 1 is 130-139/80-89; Hypertensive crisis is higher than 180/120.

QUESTION 5 SINGLE CHOICE

A medical office is implementing a wave scheduling system. Which of the following describes how patient appointments are scheduled in this system?

A Patients are scheduled at specific time intervals such as every 15 or 30 minutes

B Multiple patients are scheduled at the top of each hour to be seen in the order they arrive

C Patients with similar problems are grouped together on the same day

D Patients are scheduled in the first open time slot regardless of the type of visit

E Patients are given a specific time and are seen in the order of their arrival

ANSWER B

WHY Wave scheduling involves booking several patients at the same start time (often the top of the hour) and then seeing them in the order of arrival, which smooths the patient flow through the day. Option A describes time-specified (stream) scheduling, Option C describes clustering/stream scheduling, and Option D describes open-hours scheduling.

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QUESTION 6 SINGLE CHOICE

A medical assistant is posting payments to the practice management system. The patient has an account balance of $250.00, and the insurance company has paid $180.00, leaving a contractual adjustment of $50.00 and a patient responsibility of $20.00. How much should the medical assistant post as an adjustment?

A $20.00

B $50.00

C $70.00

D $180.00

E $250.00

ANSWER B

WHY The contractual adjustment is the amount the provider agrees to write off per the insurance contract. In this scenario, the contractual adjustment is specifically stated as $50.00. The $20.00 is the patient responsibility (a separate balance due from the patient), not the adjustment.

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QUESTION 7 SINGLE CHOICE

A medical assistant receives a phone call from an adult patient's spouse requesting information about the patient's most recent lab results. The patient has not signed an authorization allowing the spouse to receive this information. How should the medical assistant respond?

A Provide the lab results because the patient is married to the spouse

B Refuse to provide any information and document the call

C Ask the spouse to call back later and hope they forget

D Provide only the abnormal results

E Transfer the call to the physician's personal line

ANSWER B

WHY Without a written authorization from the patient allowing the spouse to receive protected health information (PHI), the medical assistant must not disclose any of the patient's medical information. The correct action is to refuse the request politely and document the call. Releasing information based on marital status alone violates HIPAA. Releasing only abnormal results is still a release of PHI.

QUESTION 8 SINGLE CHOICE

A medical assistant is reviewing a patient's electronic health record and sees the abbreviation "WNL." What does this abbreviation mean?

A Weight Not Listed

B Within Normal Limits

C With No Limitations

D Will Not Leave

E Watch and Notify Later

ANSWER B

WHY "WNL" is a standard medical abbreviation meaning "Within Normal Limits," used to indicate that the findings of an examination or test are within the expected, healthy range.

QUESTION 9 SINGLE CHOICE

A medical assistant is preparing to perform a standard 12-lead ECG on a patient. At which anatomical location should the V4 electrode be positioned?

A Fourth intercostal space, right sternal border

B Fifth intercostal space, midaxillary line

C **Fifth intercostal space, left midclavicular line**

D Fourth intercostal space, left sternal border

ANSWER C

WHY The V4 precordial lead is placed at the fifth intercostal space at the left midclavicular line. V1 is fourth intercostal right sternal border, V2 is fourth intercostal left sternal border, V6 is fifth intercostal midaxillary line.

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