**Test Bank for Instructors, Chapter 3, Leading the Medical Office Team**

Multiple Choice

1. Which of the following is NOT a planning tool that can be used for recruitment of new employees?
2. Job analysis
3. Job description
4. Job evaluation
5. Job advertisement
6. During the phone interview, you should NOT ask which of the following questions?
7. “Why are you leaving your current position?”
8. “What do you like best about working in this field?”
9. “What do you like the least about working in this field?”
10. “Is your family going to have a problem with you having to relocate if you are chosen for this position?”
11. During the personal interview for a coder, which of the following would be most appropriate to ask?
12. “Why are you leaving your current position?”
13. “What do you like the least about doing medical coding?”
14. “How do you stay current with changes in coding?”
15. “What do you like the best about doing medical coding?”
16. All of the following are part of new-employee orientation EXCEPT?
17. A tour of the office that includes who does what functions
18. Time to review the procedures for using the electronic health record software used
19. General information about the office such as address and phone numbers
20. Employee benefits
21. Training is appropriate in all of the following EXCEPT?
22. Any time an employee has to change shifts
23. Any time an employee is promoted
24. Any time an employee makes a lateral move to a different function
25. Anytime there is a change in how the practice does any function
26. Which of the following statements by the supervisor pertains to step 2 in the corrective action process?
27. “Please come to my office at 10:00, this morning, Sally, I’d like to ask you a few questions.”
28. “Sally, why are you having trouble getting to work on time lately?”
29. “So Sally, just to clarify, you are going to find a daycare that will take your son 30 minutes earlier than your current provider and you’re going to make the change within the next two weeks, correct?”
30. “Thanks for discussing this with me, Sally. If there is anything I can do to help you find a different daycare provider, please let me know.”
31. When a supervisor is addressing a performance issue with an employee, the statement, “Joan, I’m glad we agree on a plan to get you back on track but please let me know if there is anything I can do to help” would be part of which step in the corrective action process?
32. Step 1
33. Step 2
34. Step 3
35. Step 4
36. When a supervisor is addressing a behavioral issue with an employee, the statement, “Thanks for coming in, Sam, I have something important I want to discuss with you in private,” would be part of which step in the corrective action process?
37. Step 1
38. Step 2
39. Step 3
40. Step 4
41. Which of the following is a policy?
42. There is no smoking allowed in this facility.
43. Employees must park only in designated spaces.
44. Requests for days off surrounding a holiday will be accommodated whenever possible.
45. Employees may not wear jeans to work.
46. Which of the following is a rule?
47. Employees must park only in designated spaces.
48. Requests for days off surrounding a holiday will be accommodated whenever possible.
49. Employees who were jeans to work will be sent out without pay until they return with appropriate dress.
50. Employees who smoke on the premises will be suspended without pay for 3 days on the first offense and employment will be terminated on the second offense.

True/False

1. A policy is a clear statement that leaves no room for interpretation.
2. A rule is a guideline for the supervisor to use on a case-by-case basis.
3. A procedure is a step-by-step “how to” guide.
4. A team relies on communication both with the supervisor and with each other to be effective.
5. It can be a mistake to hire someone who is overqualified.

Fill in the Blank

1. One strategy that helps a team feel more dedicated to their jobs is for the supervisor to ask the team members to \_\_\_\_\_\_\_\_\_\_ ideas that may help solve a problem or improve a process.
2. One crucial aspect of communications is \_\_\_\_\_\_\_\_\_\_ listening because it facilitates understanding of what is being communicated.
3. When delegating, remember to delegate \_\_\_\_\_\_\_\_\_\_ but not responsibility.
4. When employees are involved in the \_\_\_\_\_\_\_\_\_\_-making process, then they take ownership in the results of any final outcomes.
5. The two types of issues that may require intervention by coaching or initiating a corrective action plan are performance issues and \_\_\_\_\_\_\_\_\_\_ issues.

Answer Key

Multiple Choice

1. C—Job evaluation is not part of the recruitment process even though the job description may help evaluate how the employee is doing when it’s time to do a performance review.
2. D—Although you can discuss logistics of relocation and whether or not the practice is willing to compensate the candidate for any expenses if he or she is chosen, you can’t bring the family into the picture.
3. C—All the rest are more appropriate during the telephone interview.
4. B—Part of job-specific training not orientation
5. A—Shift changes shouldn’t require training, just an introduction to other employees on that shift and what the break schedule is.
6. B
7. D
8. A
9. C—discretionary
10. A

True/False

1. False-rule
2. False-policy
3. True
4. True
5. True

Fill in the Blank

1. Brainstorm
2. Active
3. Authority
4. Decision
5. Behavior