

C H A P T E R **12**

RUTLEDGE JR LAB OFF-SITE LEARNING PACKET DAY 4

Telecommunications

USE YOUR MED BOOK CH. 12 TO ANSWER THE QUESTIONS BELOW

CHAPTER PRE-TEST

Perform this test without looking at your book.

1. _____ involves saying words correctly.
 - a. Enunciation
 - b. Pronunciation
 - c. Articulation
 - d. Personification

2. Guidelines that ensure successful transfer of calls include:
 - a. Getting the caller's full name, telephone number, and date of birth
 - b. Following up to be sure the call transferred directly to the clinic manager
 - c. Determining who would be the best person to assist with the situation
 - d. Following your telephone system's procedure for transferring the call
 - e. All of the above
 - f. c and d only

3. A telephone call concerning a complaint about medical service should be routed to the:
 - a. Provider
 - b. Clinical medical assistant
 - c. Administrative medical assistant
 - d. File clerk

4. The act of evaluating the urgency of a medical situation and prioritizing the call is known as:
 - a. Screening
 - b. Triage
 - c. Delegation
 - d. Enunciation

5. Advantages of using a fax machine include:
- Documents are transmitted immediately
 - The receiver has the hard copy document versus relying on verbal information
 - The cost of a fax is the approximate cost of a telephone call
 - All of the above

VOCABULARY BUILDER

Misspelled Words

Find the words below that are misspelled; circle them, and correctly spell them in the spaces provided. Then fill in the blanks in the following paragraph with the appropriate terms. (Hint: not all terms will be used.)

answering services

etiquette

modulated

articulate

faximile

pronunciation

automated routing unit

fluent

screening

buffer words

Good Samaritan laws

clincial email

handheld devices

enuncate

jargine

When speaking on the telephone, medical assistants must use proper telephone _____, which means being courteous and professional to others. To ensure that listeners understand what is said, it is important to _____, or say the words clearly. Simple terms rather than medical _____ promote mutual understanding rather than confusion. The use of slang words and expressions is considered unprofessional and disrespectful. When speaking with a caller who is not _____ in English, it is helpful to speak slowly and use short sentences. Proper _____ of all words in a carefully _____ voice will also help people understand what you are saying, especially non-English-speaking people. Good communication skills are of real benefit to a medical assistant when using the telephone and when speaking directly to patients.

Matching

Match the following devices or services listed in Column A with corresponding descriptions in Column B.

_____ 1. answering service

A. Takes calls when the clinic is closed

_____ 2. cellular phone

B. Sends a message via computer networks to an electronic mailbox located in another person's computer

_____ 3. automated routing unit

C. A portable telephone

_____ 4. fax

D. A document sent over telephone lines from one facsimile machine or modem to another

_____ 5. email

E. A system that allows callers to reach specific people or departments by pressing a specified number on a touch-tone telephone

LEARNING REVIEW

Short Answer

1. Name four reasons why a potential patient will contact an ambulatory care facility by telephone.

2. Many hospitals and ambulatory care settings have telephone systems to manage heavy telephone traffic; these are called automatic routing units.

3. No call should be left unattended for more than 20–30 seconds.

4. What is the difference between enunciation and pronunciation?

5. Name the three different types of Voice-over-Internet Protocol (VoIP) services in use.

6. List three advantages of email and three disadvantages of email.

Advantages:

Disadvantages:

7. Explain the difference between email and clinical email.

8. Why is it important for email to be encrypted?

9. List six questions that should be asked during telephone screening.

10. Telephone documentation should include what seven pieces of information?

Scope of Practice Review

Indicate the calls described below that fall within the scope of practice for a medical assistant (MA) to respond to and the calls that should be directed to the provider (P).

Type of Call	Who Should Handle
Insurance questions	
Scheduling patient testing and clinic appointments	
Medical advice	
Requests for prescription refills	
Provider's family members	
General information about the practice	
Poor progress reports from a patient	
Requests for medications other than prescription refills	
Other providers	
Salespeople	
STAT reports	

Patient Confidentiality Activity

Because medical assistants must observe laws regarding both patient confidentiality and the patient's right to privacy, it is crucial for the medical assistant to understand and comply with legal and ethical principles and the restrictions governing the issues of patient confidentiality. Indicate by checking off the appropriate box whether the medical assistant may discuss a patient's medical condition or reveal details from the medical record.

	Yes	No	Yes, with signed release
Patient's spouse or family member			
Patient's employer			
Patient's attorney			
Another health care provider			
Patient's insurance carrier			
Referring provider's clinic			
Credit bureau or collection agency			
Member of the clinic staff, as necessary for patient care			
Other patient			
People outside the clinic (friends, acquaintances)			
Patient's parent or legal guardian, except concerning issues of birth control, abortion, or STDs			