rma exam study guide pdf

rma exam study guide pdf resources are essential tools for candidates preparing to take the Registered Medical Assistant (RMA) examination. This comprehensive guide outlines the critical elements needed to achieve success on the RMA exam, including detailed study plans, key topics covered, and effective preparation strategies. The availability of a PDF format allows for convenient access and review, making it easier to study anytime and anywhere. This article delves into the structure of the RMA exam, the benefits of using a study guide in PDF form, and tips for maximizing study efficiency. Additionally, it highlights recommended content areas and practice methods to boost confidence and competence. Whether you are new to medical assisting or seeking certification renewal, understanding how to utilize an RMA exam study guide PDF effectively will enhance your readiness and performance. The following sections provide a clear roadmap for navigating your exam preparation journey.

- Understanding the RMA Exam
- · Benefits of Using an RMA Exam Study Guide PDF
- Key Topics Covered in the RMA Exam
- Effective Study Strategies for the RMA Exam
- Additional Resources and Practice Materials

Understanding the RMA Exam

The Registered Medical Assistant (RMA) exam is a critical certification test administered by the American Medical Technologists (AMT). It evaluates the knowledge and skills required to perform competently in a medical assisting role. The exam is designed to assess both clinical and administrative abilities, reflecting the diverse responsibilities of medical assistants in healthcare settings. Understanding the exam format and content is essential for targeted preparation.

Exam Format and Structure

The RMA exam consists of 200 multiple-choice questions, which must be completed within a three-hour timeframe. These questions cover a wide range of subjects relevant to medical assisting, from clinical procedures to office management. The exam is typically administered at designated testing centers and can be scheduled throughout the year. Familiarity with the exam's format can alleviate test-day anxiety and improve time management skills.

Eligibility and Requirements

Candidates must meet specific eligibility criteria to sit for the RMA exam. Requirements include graduation from an accredited medical assisting program or relevant work experience in the medical assisting field. Additionally, candidates must submit an application and pay the associated examination fee. Understanding these prerequisites ensures that candidates are fully prepared to register and take the exam without procedural delays.

Benefits of Using an RMA Exam Study Guide PDF

Utilizing an RMA exam study guide PDF provides numerous advantages for exam candidates. The portable digital format allows for easy access on various devices, enabling study sessions during commutes or breaks. A well-structured study guide consolidates essential information, practice questions, and review exercises into one comprehensive document. This helps streamline the study process and keeps learners focused on the most relevant content.

Convenience and Portability

An RMA exam study guide PDF can be downloaded and stored on smartphones, tablets, or computers. This portability means candidates are not limited to physical books or specific locations for studying. The ability to highlight text, add notes, and search for keywords within the PDF enhances the learning experience and facilitates quick revision.

Comprehensive Content Coverage

Quality study guides in PDF format typically include detailed explanations of all exam topics, sample questions, and test-taking tips. This comprehensive coverage ensures that candidates review every necessary subject area thoroughly. Many guides also incorporate practice exams that mimic the actual test format, providing valuable hands-on practice.

Key Topics Covered in the RMA Exam

The RMA exam encompasses a broad spectrum of topics reflecting the multifaceted role of medical assistants. A study guide PDF outlines these key areas, enabling candidates to focus their efforts strategically. Mastery of these subjects is critical for achieving a passing score and demonstrating professional competence.

Clinical Procedures

Clinical topics include patient preparation, vital signs measurement, infection control, phlebotomy, pharmacology, and basic laboratory procedures. Understanding these areas ensures that candidates can safely and effectively perform clinical tasks in compliance with healthcare standards.

Administrative Duties

Administrative knowledge covers medical office management, appointment scheduling, medical records handling, billing and coding, and insurance processing. Candidates must be proficient in these duties to manage the operational side of healthcare facilities efficiently.

Medical Terminology and Anatomy

A solid grasp of medical terminology, human anatomy, and physiology is essential for interpreting physician instructions, documenting patient information, and communicating effectively within the healthcare team.

Effective Study Strategies for the RMA Exam

Success on the RMA exam requires disciplined study habits and strategic preparation. A well-organized study plan combined with active learning techniques can significantly enhance retention and understanding. The following strategies have proven effective for many candidates preparing with an RMA exam study guide PDF.

Create a Study Schedule

Developing a realistic study schedule helps manage time efficiently and covers all exam topics adequately. Breaking down the content into manageable sections and setting daily or weekly goals prevents last-minute cramming and reduces stress.

Use Practice Questions

Incorporating practice questions and mock exams into study sessions builds familiarity with the test format and question styles. Reviewing correct and incorrect answers deepens understanding and highlights areas needing additional focus.

Join Study Groups or Forums

Engaging with peers through study groups or online forums provides opportunities for discussion, clarification, and mutual support. Sharing resources and tips can enhance motivation and offer diverse perspectives on challenging topics.

Additional Resources and Practice Materials

Beyond the primary RMA exam study guide PDF, candidates benefit from supplementary resources that reinforce learning and provide varied practice opportunities. These materials contribute to a well-rounded preparation experience.

Flashcards and Medical Terminology Aids

Flashcards are effective tools for memorizing medical terms, abbreviations, and key facts. Many digital and printable flashcard sets are available to complement the study guide content.

Video Tutorials and Online Courses

Visual and auditory learners may find video tutorials and online courses helpful for understanding complex procedures and concepts. These resources often include demonstrations and interactive components that enhance comprehension.

Official AMT Practice Exams

The American Medical Technologists organization provides official practice exams that simulate the actual RMA test experience. Utilizing these practice tests helps candidates gauge their readiness and identify areas requiring further review.

- Understanding the RMA exam format and eligibility
- Advantages of using a PDF study guide
- In-depth coverage of clinical and administrative topics
- Strategic study techniques for exam success
- Supplementary materials to boost preparation

Frequently Asked Questions

What is an RMA exam study guide PDF?

An RMA exam study guide PDF is a digital document that provides comprehensive information, practice questions, and study tips to help candidates prepare for the Registered Medical Assistant (RMA) certification exam.

Where can I find a free RMA exam study guide PDF?

You can find free RMA exam study guide PDFs on websites like AAMA, educational forums, or online libraries. Some third-party websites also offer free downloadable study materials.

What topics are covered in an RMA exam study guide PDF?

Typical topics include medical terminology, anatomy and physiology, clinical procedures, administrative procedures, pharmacology, and medical law and ethics.

How effective is using an RMA exam study guide PDF for exam preparation?

Using an RMA exam study guide PDF is highly effective as it organizes key exam content, provides practice questions, and helps candidates focus their study, improving their chances of passing.

Can I use an RMA exam study guide PDF on my mobile device?

Yes, most RMA exam study guide PDFs are compatible with mobile devices, tablets, and e-readers, allowing you to study on-the-go.

Are there updated versions of the RMA exam study guide PDF for 2024?

Yes, many publishers and educational organizations update their RMA exam study guides annually to reflect the latest exam content and standards for 2024.

Does an RMA exam study guide PDF include practice tests?

Many RMA exam study guide PDFs include practice tests and sample questions to help candidates assess their knowledge and exam readiness.

Is it better to use an RMA exam study guide PDF or a physical book?

Both have advantages; PDFs offer portability and easy access, while physical books may be preferred for note-taking. Using both can enhance study effectiveness.

How long should I study using the RMA exam study guide PDF before taking the exam?

It is recommended to study consistently for at least 6 to 8 weeks, depending on your background, using the study guide PDF to cover all exam topics thoroughly.

Can I trust all RMA exam study guide PDFs available online?

Not all PDFs are reliable; it's important to use study guides from reputable sources such as the AAMA or recognized educational publishers to ensure accurate and up-to-date information.

Additional Resources

1. RMA Exam Study Guide 2024-2025: Test Prep and Practice Questions for the Registered Medical Assistant Exam

This comprehensive guide offers up-to-date content tailored for the RMA exam, including detailed subject reviews and practice questions. It covers key areas such as anatomy, medical terminology, and clinical procedures. The book also provides test-taking strategies to help candidates improve their confidence and performance on exam day.

- 2. Delmar's Comprehensive Medical Assisting: Administrative and Clinical Competencies
 Delmar's text is widely used for RMA exam preparation, focusing on both administrative and clinical skills necessary for medical assistants. It includes thorough coverage of medical office procedures, patient care, and clinical techniques. The book is designed with clear explanations, illustrations, and review questions at the end of each chapter.
- 3. RMA Exam Practice Questions: RMA Study Guide and Test Review for the Registered Medical Assistant Exam

This book emphasizes practice questions to help test-takers assess their knowledge and readiness. It contains hundreds of multiple-choice questions modeled after the actual RMA exam format. Detailed answer explanations help clarify difficult concepts and improve understanding.

- 4. Medical Assisting Exam Review: Preparation for the CMA and RMA Examinations
 This review manual is ideal for those preparing for both the CMA and RMA certification exams. It
 provides a concise yet thorough overview of all exam topics, including clinical and administrative
 competencies. The book also features practice tests and test-taking tips to enhance exam success.
- 5. RMA Study Guide 2023 & 2024 Exam Prep: Test Preparation Book and Practice Test Questions for the Registered Medical Assistant Exam

 Updated for recent exam changes, this study guide offers detailed content review and practice exams. It focuses on core medical assistant knowledge such as pharmacology, medical law, and
- ethics. The interactive practice tests help learners identify strengths and areas for improvement.

 6. Clinical Medical Assisting: A Professional, Field-Specific Approach

This text provides an in-depth look at the clinical aspects of medical assisting, suitable for RMA exam candidates. It covers procedures, patient care, infection control, and diagnostic testing with clear illustrations and step-by-step instructions. The book also includes review questions to reinforce learning.

- 7. Master the RMA: Registered Medical Assistant Exam Practice Questions
 Focused entirely on practice questions, this resource is designed to boost test-taking confidence
 through repetition and review. It presents questions aligned with the RMA exam blueprint, covering all
 major subject areas. Explanatory answers help users learn from mistakes and retain information.
- 8. Medical Assisting Exam Review: Preparation for the CMA, RMA & CMAS Certifications
 This comprehensive review book is suitable for multiple medical assistant certifications, including the RMA. It offers content summaries, practice questions, and test-taking strategies. The book helps candidates build knowledge in anatomy, clinical procedures, and administrative tasks.
- 9. RMA Test Prep: Study Guide and Practice Questions for the Registered Medical Assistant Certification Exam

This study guide provides a balanced approach with both content review and practice questions. It covers essentials like medical terminology, insurance procedures, and patient interaction. Additionally, the guide includes tips for managing exam anxiety and improving time management during the test.

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RMA Exam Study Guide PDF

RMA Exam Success: Your Comprehensive Guide to Certification

By: Dr. Anya Sharma, RMA Certification Expert

Outline:

Introduction: Understanding the RMA Exam and its Importance

Chapter 1: Medical Terminology and Anatomy & Physiology Review

Chapter 2: Medical Billing and Coding Procedures (CPT, HCPCS, ICD)

Chapter 3: Insurance and Reimbursement Processes

Chapter 4: Medical Office Procedures and Practice Management

Chapter 5: Compliance and Regulatory Issues (HIPAA, etc.)

Chapter 6: Electronic Health Records (EHR) and Practice Software

Chapter 7: Effective Communication and Patient Relations

Chapter 8: Exam Strategies and Test-Taking Tips

Conclusion: Your Journey to RMA Certification

Conquer the RMA Exam: A Comprehensive Study Guide

The Registered Medical Assistant (RMA) exam is a significant hurdle for aspiring medical professionals. Passing this exam unlocks a rewarding career in a rapidly growing healthcare sector. This comprehensive guide provides a detailed roadmap to success, covering every aspect of the RMA exam curriculum. Whether you're a seasoned medical professional looking to enhance your credentials or a newcomer aiming for a career change, this study guide is your key to unlocking a thriving career in the medical field.

Introduction: Understanding the RMA Exam and its Importance

The RMA certification, awarded by the American Medical Technologists (AMT), signifies competence and professionalism in the medical assisting field. This prestigious credential opens doors to a wide range of opportunities, from working in clinics and hospitals to specialized practices. Understanding the scope and importance of the RMA exam is crucial for your preparation. This introductory section will delve into:

The Exam Format: We will break down the exam structure, including the number of questions, time limits, question types (multiple-choice, etc.), and the overall scoring system. Understanding the structure allows you to tailor your study strategy effectively.

Exam Content Overview: This section will provide a general outline of the topics covered in the exam, giving you a comprehensive overview before we dive deeper into each subject area. Knowing what to expect reduces anxiety and helps in creating a focused study plan.

Why Choose RMA Certification? We explore the benefits of earning your RMA certification, including increased job opportunities, higher earning potential, enhanced career prospects, and professional recognition.

Chapter 1: Medical Terminology and Anatomy & Physiology Review

Medical terminology forms the foundation of medical communication. A strong grasp of medical prefixes, suffixes, and root words is essential for understanding patient charts, medical reports, and interacting with healthcare professionals. This chapter will:

Define Key Terms: We will cover crucial medical terms related to various body systems, diseases, and procedures. This will include practice exercises and quizzes to test your understanding. Anatomy and Physiology Basics: We'll review the fundamental anatomy and physiology of major body systems (cardiovascular, respiratory, digestive, etc.). This knowledge is fundamental for understanding medical conditions and procedures.

Understanding Medical Abbreviations: This section will focus on common medical abbreviations and

acronyms frequently encountered in medical settings. This will enhance your efficiency and comprehension in a clinical environment.

Chapter 2: Medical Billing and Coding Procedures (CPT, HCPCS, ICD)

Medical billing and coding are essential skills for any medical assistant. Understanding how to accurately code medical procedures and diagnoses is critical for proper reimbursement. This chapter will cover:

CPT Codes: We will explore the Current Procedural Terminology (CPT) coding system, its structure, and how to select the appropriate codes for different medical services. Real-world examples and practice exercises will solidify your understanding.

HCPCS Codes: This section will address Healthcare Common Procedure Coding System (HCPCS) codes, which are used for billing supplies, equipment, and services not covered by CPT codes. ICD Codes: We will cover the International Classification of Diseases (ICD) coding system, used for classifying and coding medical diagnoses. Understanding ICD codes is vital for accurate billing and medical record-keeping.

Chapter 3: Insurance and Reimbursement Processes

Navigating the complexities of medical insurance is a crucial skill for a medical assistant. This chapter will cover:

Types of Insurance Plans: We will explore different types of health insurance plans (Medicare, Medicaid, private insurance), their coverage, and reimbursement methods.

Claims Processing: This section will cover the step-by-step process of submitting insurance claims, following up on denied claims, and handling appeals.

Understanding Explanation of Benefits (EOB): We will provide a comprehensive explanation of EOBs and how to interpret them for accurate billing and patient communication.

Chapter 4: Medical Office Procedures and Practice Management

This chapter will cover the day-to-day operations of a medical office, including:

Patient Check-in and Check-out Procedures: We will cover effective methods for handling patient check-in and check-out, scheduling appointments, and managing patient flow.

Sterilization and Infection Control: This section will cover essential infection control practices, sterilization techniques, and maintaining a safe and hygienic clinical environment. Maintaining Medical Records: We will cover the importance of accurate and organized medical records, including both paper and electronic record-keeping practices.

Chapter 5: Compliance and Regulatory Issues (HIPAA, etc.)

Adherence to legal and regulatory standards is paramount in healthcare. This chapter will focus on:

HIPAA Compliance: We will discuss the Health Insurance Portability and Accountability Act (HIPAA) regulations, its importance for patient privacy, and the consequences of non-compliance. Other Regulatory Requirements: We'll address other relevant state and federal regulations that govern medical practices.

Maintaining Patient Confidentiality: This section will focus on practical strategies for ensuring patient confidentiality and protecting sensitive medical information.

Chapter 6: Electronic Health Records (EHR) and Practice Software

This chapter will cover the essential skills needed to utilize EHR systems efficiently:

EHR Software Navigation: We will provide an overview of commonly used EHR software and its features. This includes hands-on guidance for navigating the system effectively.

Data Entry and Management: This section will cover accurate data entry practices, data management techniques, and the importance of maintaining data integrity within the EHR system. EHR Security and Compliance: We will discuss the security protocols of EHR systems and the importance of adhering to compliance regulations to safeguard patient information.

Chapter 7: Effective Communication and Patient Relations

Effective communication is crucial for providing quality patient care. This chapter will cover:

challenging situations and maintaining professional composure.

Verbal and Nonverbal Communication: We will discuss the importance of both verbal and nonverbal communication skills in interacting with patients and other healthcare professionals. Active Listening and Empathy: This section will focus on the techniques of active listening and demonstrating empathy to build strong patient relationships. Handling Difficult Patients and Situations: We will address strategies for effectively handling

Chapter 8: Exam Strategies and Test-Taking Tips

This chapter will provide practical tips for exam success:

Study Strategies and Time Management: We will offer effective study strategies to maximize your learning and manage your time effectively.

Practice Questions and Mock Exams: We will discuss the benefits of practicing with mock exams and review questions.

Test-Taking Techniques: This section will focus on proven test-taking strategies to help you manage exam anxiety and perform your best.

Conclusion: Your Journey to RMA Certification

This guide provides a structured path to achieving your RMA certification. By consistently applying the strategies and knowledge outlined here, you are well-equipped to confidently approach the RMA exam. Remember, dedication and persistence are key to success. Congratulations on taking this important step towards a rewarding career in healthcare.

FAQs:

- 1. What is the passing score for the RMA exam? The passing score varies depending on the testing center and specific exam version. Check the AMT website for the most up-to-date information.
- 2. How long is the RMA certification valid? The RMA certification is valid for two years. Renewal involves completing continuing education requirements.
- 3. What are the prerequisites for taking the RMA exam? Generally, you need to meet certain educational requirements. The specifics can be found on the AMT website.
- 4. How can I register for the RMA exam? Registration is handled through the AMT website. Follow the instructions on their website to complete the registration process.
- 5. What type of questions are on the RMA exam? The exam primarily consists of multiple-choice questions.
- 6. Are there any resources available to help me prepare for the RMA exam? Yes, in addition to this study guide, the AMT offers study materials and practice exams.
- 7. Can I retake the RMA exam if I fail? Yes, you can retake the exam after a waiting period. Check the AMT website for specifics.
- 8. What are the job prospects for RMAs? Job prospects for RMAs are very good. The healthcare industry is growing, creating a strong demand for qualified medical assistants.
- 9. How much does the RMA exam cost? The exam fee is subject to change. Refer to the AMT website for the most current fee information.

Related Articles:

- 1. AMT RMA Exam Review: A Comprehensive Overview: This article provides a complete overview of the AMT RMA exam, including its structure, content, and scoring.
- 2. Medical Terminology for RMA Exam Success: This focuses solely on mastering medical terminology for the RMA exam.
- 3. Mastering Medical Coding for the RMA Exam: This article explains CPT, HCPCS, and ICD coding in detail, specifically for the RMA exam.
- 4. HIPAA Compliance for Medical Assistants: This in-depth article explains HIPAA regulations and their importance for medical assistants.
- 5. Effective Communication Skills for Medical Assistants: This article teaches communication techniques critical for medical assistants.
- 6. Navigating Electronic Health Records (EHR): A Guide for RMAs: This article provides a practical guide to EHR systems for medical assistants.
- 7. Preparing for the RMA Exam: Study Tips and Strategies: This article focuses on effective study methods and test-taking strategies.
- 8. Top 10 Tips for Passing the RMA Exam: This article provides a concise list of essential tips for success.
- 9. Career Opportunities for Registered Medical Assistants: This article explores the diverse career paths available to RMAs.

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rma exam study guide pdf: Medical Assisting Exam Review for CMA, RMA & CMAS Certification Helen Houser, Janet Sesser, 2020-06-08 This Fourth Edition of Medical Assisting Exam Review for CMA, RMA & CMAS Certification focuses on the critical most current components

of the MA and MAS curricula, making it an indispensable tool for recent graduates, practicing medical assistants, medical administrative specialists and medical administrative assistants preparing to sit for any recognized national certification exams.

rma exam study quide pdf: Elsevier's Medical Assisting Exam Review - E-Book Deborah E. Barbier Holmes, 2017-02-04 There's no better way to get ready for your Medical Assisting certification exam! With some 2,500 practice questions and customized online tests, Elsevier's Medical Assisting Exam Review, 5th Edition provides complete preparation for all six certification exams — the CMA, RMA, CMAS, CCMA, CMAA, and CMAC. An illustrated, outline format makes it easy to review key medical assisting concepts and competencies, including anatomy and physiology, medical terminology, diseases and disorders, and administrative and clinical tasks. Written by medical assisting educator Deborah Holmes, this review includes answers and rationales for each question to help you strengthen any weak areas and prepare effectively for your certification exam. -UNIQUE! Six certification exams are covered: the CMA (AAMA), RMA (AMT), CMAS (AMT), CCMA (NHA), CMAA (NHT), and CMAC (AMCA). - Convenient, easy-to-follow outline format provides at-a-glance review of the subject areas typically found on certification exams for Medical Assisting. -Complete test preparation includes three pretests — administrative, clinical, and general — as well as a comprehensive posttest, with answers and rationales for all questions. - Study tips and test-taking strategies provide advice and insight into preparing effectively for your certification exam. - Hundreds of additional practice questions are included on the Evolve companion website, along with flash cards and A&P animations, to boost your exam readiness and test-taking confidence. - NEW! 2,500 questions — including 550 all-new questions — include answers, rationales, and mapping to six exam blueprints (CMA, RMA, CMAS, CCMA, CMAA, and CMAC). -NEW content includes coverage of the Affordable Care Act, ICD-10, electronic office systems, vaccination updates, and more. - NEW! Online test generator allows you to focus your practice on any topic and to create timed simulated exams. - NEW! Records Management chapter tackles both paper management and Electronic Health Records, emphasizing the most up-to-date electronic ways to manage records. - UPDATED! High-quality illustrations reinforce your understanding of medical assisting content and include photos of clinical equipment and supplies.

rma exam study quide pdf: Kinn's The Clinical Medical Assistant Deborah B. Proctor, Brigitte Niedzwiecki, Julie Pepper, Marti Garrels, Helen Mills, 2016-05-10 Clinical Medical Assisting begins with Kinn! Elsevier's Kinn's The Clinical Medical Assistant, 13th Edition provides you with the real-world clinical skills that are essential to working in the modern medical office. An applied learning approach to the MA curriculum is threaded throughout each chapter to help you further develop the tactile and critical thinking skills necessary to assist with medications, diagnostic procedures, and surgeries. Paired with our adaptive solutions, real-world simulations, EHR documentation and HESI remediation and assessment, you will learn the leading skills of modern clinical medical assisting in the classroom! Applied approach to learning helps you use what you've learned in the clinical setting. Clinical procedures integrated into the TOC provide you with a quick reference. Detailed learning objectives and vocabulary with definitions highlight what's important in each chapter. Step-by-step procedures explain complex conditions and abstract concepts. Rationales for each procedure clarify the need for each step and explains why it's being performed. Critical thinking applications test your understanding of the content. Patient education and legal and ethical issues are described in relation to the clinical Medical Assistant's job. Threaded case scenarios help you apply concepts to realistic clinical situations. Portfolio builder helps you demonstrate clinical proficiency to potential employers. NEW! Chapter on The Health Record reviews how you will maintain and interact with the medical record. NEW! Chapter on Competency-Based Education helps you confidently prepare for today's competitive job market. NEW! Clinical procedure videos help you to visualize and review key procedures.

rma exam study guide pdf: Saunders Medical Assisting Exam Review Deborah E. Barbier Holmes, Joanna Bligh, 2007 Completely updated to meet the current standards of the AAMA and the AMT, this streamlined review tool provides at-a-glance access to the concepts and competencies

covered in the CMA and RMA examinations. It features comprehensive pre- and post-tests - available as pencil-and-paper tests or electronically on the companion CD-ROM - that mirror the content and format options of the certification exams. Practice tests include clear rationales that help identify areas where more study is needed. Test-taking tips and study techniques offer helpful suggestions on improving retention and recall. Convenient, easy-to-read outline format streamlines key information for at-a-glance review. Study tips and test-taking strategies help students focus their review efforts and familiarize them with the format and concepts found on the CMA and RMA exams. Companion CD-ROM offers an electronic testing experience, with electronic versions of all the pre-tests in the text, as well as 1100 review questions. New chapters on HIPAA and IV Therapy include the latest information to match the current standards of the AAMA and AMT. Offers the latest information on the top 50 drugs most commonly encountered in practice. Updated laboratory tests and normal values reflect the most recent advances in laboratory testing technology. Additional illustrations clarify key concepts. Three 100-question pre-tests covering general, administrative, and clinical medical assisting concepts and competencies.

rma exam study guide pdf: Administrative Medical Assisting Marilyn T. Fordney, Joan J. Follis, Linda L. French, Marilyn Takahashi Fordney, Joan Johnson Follis, 2003-07 Designed to accompany Administrative Medical Assisting, Fifth Edition, this Workbook is part of a complete learning package, consisting of a textbook with practice CD-ROM, an on-line companion, and instructor support materials including an Instructor's Manual and Electronic Classroom Manager on CD-ROM. The learning package is designed for medical office administration students and professionals and emphasizes the customer service function of the medical office practice. The content is thoroughly updated to reflect changes in telecommunications, computer technology, managed care, and compliance issues. Each chapter integrates critical thinking and assessment of textbook objectives. In addition, each chapter consists of: objectives, areas of competence (CMA and RMA), abbreviation and spelling review lesson, review questions (fill-in, multiple choice, and matching), critical thinking exercises, performance exercises based on textbook objectives, and computer assignment integrating exercises from the CD-ROM in the textbook.

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glossary of the top 100-150 most common over-the-counter and prescription medications gives you quick access to pronunciation guides, generic and trade names, and drug classification.

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analysts have noticeably more freedom in assessing and commenting on the strength and weakness as well as the success and fail¬ures of other countries' wars. Indeed, for political reasons, Chinese military analysts have to emphasize the heroics and triumphs of the PLA's war experience and downplay setbacks and failures.2 While there is certainly recognition of the daunting challenges-in Korea, for example, accounts readily acknowledge that the Chinese People's Volunteers (CPV) were totally unprepared logistically and devastated by airpower-there are limits to the levels of candor. To date, there is no critical analysis of the PLA's claimed success or dismissed failure in the Sino-Vietnamese Border War of 1979 by Chinese military analysts (however, there are a few studies done by scholars outside of China3). Studying Chinese military analysts' observation of other people's wars, therefore, provide us key hints as to what Chinese military analysts consider important aspects of current and future military operational success and failure.

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