

CHAPTER 5

Using and Maintaining Office Equipment

REVIEW

Vocabulary Review

True or False

Decide whether each statement is true or false. In the space at the left, write T for true or F for false. On the lines provided, rewrite the false statements to make them true.

- _____ 1. When leaving a message on an answering machine, it is important to leave a full and complete message so that anyone who picks up the message can fully understand the reason for the call.

- _____ 2. A telephone system can be configured so that all incoming calls ring on all the telephones in the office.

- _____ 3. Medical practices can now use the computer for Internet access and telephone communications.

- _____ 4. It is not generally necessary to turn off a cell phone when entering a medical practice.

- _____ 5. The improper or careless use of a patient's answering system or fax machine can be viewed as abusive behavior as determined by HIPAA law.

- _____ 6. An interactive pager (I-pager) is designed for one-way communication.

- _____ 7. Faxed material may include protected health information.

- _____ 8. When a copier jams, the first thing you should do is call technical support.

- _____ 9. Folding and inserting machines can only be used to fold paper in single folds.

- _____ 10. According to HIPAA law, when a medical practice sends documents to be shredded by a shredding company, they are no longer responsible for the confidentiality of the information.

- _____ 5. Which statement is *not* true about fax machines?
- A. A fax machine uses a phone line.
 - B. All fax machines require special thermal paper for printing.
 - C. Faxes can be received 24 hours a day if the fax machine is turned on.
 - D. When a fax has been successfully sent, most fax machines print a confirmation message.
- _____ 6. What information can a medical assistant leave on a patient's telephone answering machine?
- A. The phone number and name of the medical practice calling
 - B. Patient information
 - C. Test results
 - D. Prescription information
- _____ 7. Interactive pagers
- A. are too expensive for widespread use.
 - B. are difficult to learn how to use.
 - C. have their own wireless Internet address.
 - D. are critical to any medical practice.
 - E. None of the above.
- _____ 8. When the physician determines that a chart can be discarded, you should
- A. throw it in the trash.
 - B. shred it.
 - C. burn it.
 - D. keep it for 7 years.
 - E. store it in a confidential location.
- _____ 9. The postage meter
- A. is a convenient and cost-efficient way to apply postage to office correspondence and packages.
 - B. functions only when there is money in the postal account.
 - C. automatically senses the weight of a letter or package.
 - D. A and B only.
 - E. None of the above.
- _____ 10. A leasing agreement for large office equipment is
- A. always preferable to buying.
 - B. advantageous when you do not have enough money to buy the equipment but you need the service it provides.
 - C. always less expensive over the long term.
 - D. never price negotiable.

Sentence Completion

In the space provided, write the word or phrase that best completes each sentence.

- | | |
|--|------------------|
| <p>11. When the office is closed, many practices use a(n) _____, which will answer the phone, take messages, and communicate them to the doctor on call.</p> | <p>11. _____</p> |
| <p>12. When a physician is out of the office, she may carry a(n) _____ so she can be reached if needed.</p> | <p>12. _____</p> |
| <p>13. Some fax machines print on specially treated paper, called _____, which reacts to heat and electricity.</p> | <p>13. _____</p> |

26. List the steps involved in purchasing office equipment.

27. Describe the basic contents of equipment manuals.

28. What does a maintenance contract cover?

29. List three steps in troubleshooting a problem with a piece of equipment.

30. List three pieces of information that many medical practices keep about individual pieces of equipment.

Critical Thinking

Write the answer to each question on the lines provided.

1. How does the almost instantaneous communication of information afforded by today's office equipment influence patient treatment?

2. Automated menus, voice mail, answering machines, and other office communication equipment reduce human contact between health-care workers and patients. What can you do to ensure that patients do not feel cut off by technology?

3. How does office automation affect the staff in a medical office and the care they give patients?

- b. The form should have columns for the following:
 - The name of each piece of equipment
 - The date purchased or leased
 - An indication of whether each item was purchased or leased
 - The price, if purchased
 - The leasing arrangement, if leased
- c. Use an 8½- by 11-inch sheet of paper and type the finished form.
- d. Check spelling, grammar, and punctuation.
- e. Compare your form with those of other students and determine the best format.

CASE STUDIES

Write your response to each case study on the lines provided.

Case 1

You are the only one in the office. The physician calls and asks you to get a document over to the laboratory across the street. What can you do?

Case 2

The office manager leaves you a note asking you to fax a document. You place the document in the sending tray of the machine and key in the phone number, but nothing happens. What do you do?

Case 3

In researching a piece of equipment, you find two equally good options. One has a better price and one has a better maintenance agreement. How will you decide which to recommend?

Case 4

You believe a word processor will help you work faster and more efficiently. Your coworkers say the office does not need a word processor. What should you do to convince them?
