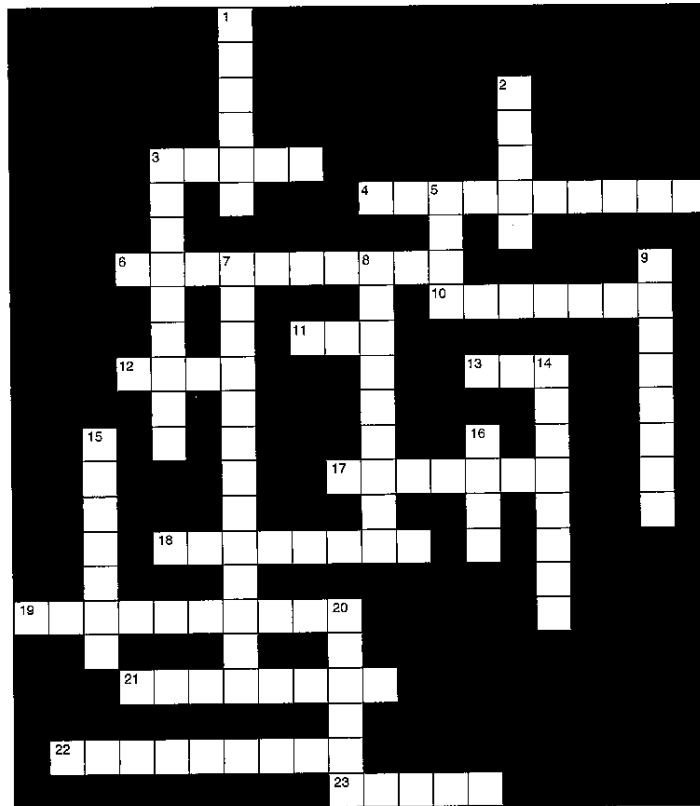


**ASSIGNMENT SHEET****CHAPTER 4: PROFESSIONAL COMMUNICATIONS****Unit 1: Verbal and Nonverbal Messages****WORDS TO KNOW CHALLENGE****A. Crossword Puzzle****ACROSS**

3. How you project this is of utmost importance
4. You must speak this way if you are to be understood
6. Being aware of your own and others' feelings
10. You should set a good \_\_\_\_\_
11. Effective communication is a(n) \_\_\_\_\_
12. \_\_\_\_\_ work
13. This conveys feelings of affection
17. To twist or mess up
18. Efficient use of time comes from \_\_\_\_\_
19. Good rapport
21. To send a message
22. Unspoken
23. Conveys a positive message

**DOWN**

1. Spoken
2. Gives patients a sense of security and caring
3. To come between
5. You should speak in a pleasant \_\_\_\_\_
7. Exchange of information
8. Perception
9. Same as emotions
14. Body movements that send messages
15. What a team gives one another
16. A strong communication (language)
20. You must continually strive to master \_\_\_\_\_

**B. Unscramble**

- |           |                                                                                                                      |
|-----------|----------------------------------------------------------------------------------------------------------------------|
| 1. _____  | <u>R</u> <u>T</u> <u>M</u> <u>I</u> <u>N</u> <u>T</u> <u>R</u> <u>S</u> <u>I</u> <u>E</u> <u>P</u> <u>E</u>          |
| 2. _____  | <u>T</u> <u>I</u> <u>A</u> <u>G</u> <u>B</u> <u>E</u> <u>L</u> <u>N</u> <u>N</u>                                     |
| 3. _____  | <u>S</u> <u>D</u> <u>R</u> <u>T</u> <u>O</u> <u>I</u> <u>T</u>                                                       |
| 4. _____  | <u>I</u> <u>U</u> <u>I</u> <u>N</u> <u>O</u> <u>N</u> <u>I</u> <u>T</u> <u>T</u>                                     |
| 5. _____  | <u>O</u> <u>I</u> <u>P</u> <u>P</u> <u>E</u> <u>T</u> <u>N</u> <u>R</u> <u>E</u> <u>C</u>                            |
| 6. _____  | <u>I</u> <u>C</u> <u>O</u> <u>G</u> <u>O</u> <u>U</u> <u>N</u> <u>N</u> <u>R</u> <u>S</u> <u>U</u>                   |
| 7. _____  | <u>U</u> <u>O</u> <u>U</u> <u>S</u> <u>S</u> <u>R</u> <u>U</u> <u>C</u> <u>L</u> <u>L</u> <u>Y</u> <u>P</u>          |
| 8. _____  | <u>N</u> <u>D</u> <u>T</u> <u>I</u> <u>C</u> <u>A</u> <u>R</u> <u>T</u> <u>C</u> <u>O</u>                            |
| 9. _____  | <u>P</u> <u>I</u> <u>E</u> <u>M</u> <u>R</u> <u>I</u> <u>Y</u> <u>L</u> <u>A</u> <u>L</u> <u>C</u>                   |
| 10. _____ | <u>C</u> <u>U</u> <u>E</u> <u>T</u> <u>L</u> <u>T</u> <u>I</u> <u>A</u> <u>R</u> <u>A</u>                            |
| 11. _____ | <u>E</u> <u>N</u> <u>Z</u> <u>C</u> <u>E</u> <u>O</u> <u>P</u> <u>C</u> <u>U</u> <u>T</u> <u>A</u> <u>L</u> <u>I</u> |

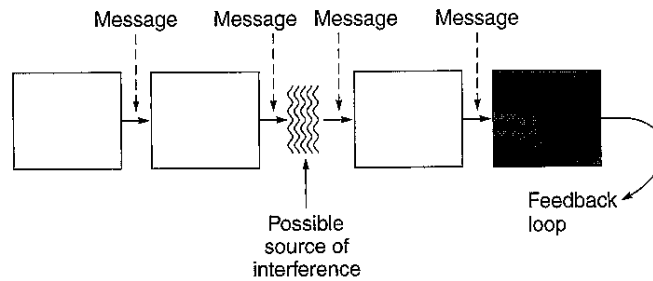
**UNIT REVIEW**

**A. True or False: Place a "T" for true or "F" for false in the space provided. For false statements, explain why they are false.**

- \_\_\_\_\_ 1. The medical assistant can be instrumental in providing comfort and compassion to patients in need.  
\_\_\_\_\_
- \_\_\_\_\_ 2. A harmonious team effort makes for an efficient and pleasant work environment.  
\_\_\_\_\_
- \_\_\_\_\_ 3. Becoming perceptive can only be achieved by reading.  
\_\_\_\_\_
- \_\_\_\_\_ 4. Your overall appearance sends out messages to anyone who observes you.  
\_\_\_\_\_
- \_\_\_\_\_ 5. Setting a good example is not part of your responsibility in the care of others.  
\_\_\_\_\_
- \_\_\_\_\_ 6. Your attitude has nothing to do with your overall appearance.  
\_\_\_\_\_
- \_\_\_\_\_ 7. Gestures are body movements that can help the receiver understand the message being communicated.  
\_\_\_\_\_
- \_\_\_\_\_ 8. Studies show that a caring touch can elicit better response in treatment of patients.  
\_\_\_\_\_
- \_\_\_\_\_ 9. It is possible to contradict a verbal message by an inappropriate facial expression.  
\_\_\_\_\_
- \_\_\_\_\_ 10. Your attitude shows in your facial expression.  
\_\_\_\_\_
- \_\_\_\_\_ 11. Active listening during screening involves repeating back to the patient what was said to you to verify the problem.  
\_\_\_\_\_

- \_\_\_\_\_ 12. There are some expressions, remarks, and hand gestures that may be offensive to those who are from different cultures, backgrounds, or countries.  
\_\_\_\_\_
- \_\_\_\_\_ 13. The proper distance between people who are having a personal conversation is between 10 and 18 feet.  
\_\_\_\_\_
- \_\_\_\_\_ 14. It is very important to be courteous with patients when communicating information to them.  
\_\_\_\_\_

**B. Labeling: Add labels to each boxed section of this communication process model.**



**C. Short Answer**

- 1. Describe the basic pattern of communication. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 2. Give examples of nonverbal communication. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 3. Explain how verbal and nonverbal communication can sometimes be misinterpreted. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 4. How can tone and speed of speech affect a message? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 5. Why is it important to wear appropriate attire when working with patients? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 6. Explain what perception is. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 7. Why is it important to develop the skill of perception? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Why is silence such a powerful nonverbal message? \_\_\_\_\_

\_\_\_\_\_

9. What benefit does the communication of touch provide to patients? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**CASE STUDIES**

**Scenario 1**

A young mother of four, ages 6 months to 4 years, arrives 30 minutes early for her appointment. You notice that she is sitting off by herself in the reception area and she is crying.

**Critical Thinking Questions**

1. What nonverbal communication is the mother using? \_\_\_\_\_

2. What interpersonal skills can be used to find out what the problem is? \_\_\_\_\_

\_\_\_\_\_

3. How can you help the patient within your scope of practice? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Scenario 2**

A middle-aged man comes to the office for his regular checkup. He is caring for his invalid father and admits to you that the situation is becoming more difficult every day. The patient's blood pressure is 150/110 and he admits to skipping doses of medication because he is busy taking care of his father. He also tells you that he hardly has time to eat anymore, which could account for the fact that he has lost 15 pounds in the past three months.

**Critical Thinking Questions**

1. What can you do to help this patient? \_\_\_\_\_

\_\_\_\_\_

2. What body position would you use when talking with the patient? \_\_\_\_\_

\_\_\_\_\_

3. What nonverbal communication methods should you be aware of when speaking with the patient? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**UNIT APPLICATION****Research Activities**

- A. Conduct an interview with one of the externs from your medical assisting program. Ask him or her about experiences communicating within the office. Ask the extern to describe some of the nonverbal communication skills he or she most often uses. Write a short synopsis of the interview to present to the class and have a discussion about the methods of communication used in interpersonal office communications.
- B. Choose one of the following scenarios and write a short presentation on how you would communicate in this particular situation.
1. A non-English speaking patient needs instructions about using his medication.
  2. A hearing-impaired patient needs diet instructions.
  3. A patient needs information about how to cope with a diagnosis of kidney disease.
  4. A patient is unkempt and has dirty fingernails and hair, as well as a skin infection.
  5. A patient is angry about the physician's instructions, and you must try to get her to comply.

**CERTIFICATION AND REGISTRATION PREPARATION**

- \_\_\_\_\_ 1. The definition "cannot be understood" applies to which term?
- |                     |             |
|---------------------|-------------|
| a. Incomprehensible | c. Absurd   |
| b. Inevitable       | d. Terminal |
- \_\_\_\_\_ 2. A patient who is grimacing and wincing would be communicating:
- |                |                   |
|----------------|-------------------|
| a. Nonverbally | c. Affectively    |
| b. Verbally    | d. Intellectually |
- \_\_\_\_\_ 3. Which of the following terms describes being aware of one's own feelings and the feelings of others?
- |                  |               |
|------------------|---------------|
| a. Body language | c. Empathy    |
| b. Gestures      | d. Perception |
- \_\_\_\_\_ 4. All of the following are examples of body language except:
- |                       |                  |
|-----------------------|------------------|
| a. Appearance         | c. Tone of voice |
| b. Facial expressions | d. Gestures      |
- \_\_\_\_\_ 5. Which of the following would convey a positive attitude?
- |          |                   |
|----------|-------------------|
| a. Frown | c. Clenched teeth |
| b. Smile | d. Fist           |
- \_\_\_\_\_ 6. Which of the following would be part of active listening?
- |                |                                               |
|----------------|-----------------------------------------------|
| a. Handshake   | c. Repeating information given by the patient |
| b. Eye contact | d. Both b and c                               |

\_\_\_\_\_

—

—

—

Name \_\_\_\_\_

Date \_\_\_\_\_ Score \_\_\_\_\_

### ASSIGNMENT SHEET

#### CHAPTER 4: PROFESSIONAL COMMUNICATIONS

#### Unit 2: Behavioral Adjustments

#### WORDS TO KNOW CHALLENGE

A. Word Search: (1) Find the following words hidden in the puzzle. (2) Use each even-numbered word in a sentence.

- |                       |                     |
|-----------------------|---------------------|
| 1. ACCEPT             | 11. EMOTIONS        |
| 2. ACTS               | 12. EXPRESS         |
| 3. ANXIETY            | 13. INFLUENCE       |
| 4. AVOID              | 14. KIND            |
| 5. BEHAVIOR           | 15. MALINGER        |
| 6. BLAME              | 16. PATIENTS        |
| 7. CARE               | 17. PROBLEM         |
| 8. CONCERN            | 18. RATIONALIZATION |
| 9. DEFENSE MECHANISMS | 19. REGRESSION      |
| 10. DENIAL            | 20. SELF            |

A N L V A Z E S P T V O F T K Q P R O E N  
O B S O A C T S A C P S R T L Z M Y M R Y  
D R W Z V T A L T S G W L P T O A A B A L  
P Z E A O P N S E Q R O A E E S L Z Q C G  
A Q R N I N T L Q S R Z P C L B I L R A B  
N O V E D E F E N S E M E C H A N I S M S  
T D D I O E P G T P G S M A D N G O T Z X  
I N F L U E N C E D R A O D L M E B N W O  
N I V A L B F I Y Z E D B H M E R L E B T  
D K N X C W L T A A S L E F E L A A I L S  
I S W A F B E O J L S M H T J B O M T F V  
S Z R A T I O N A L I Z A T I O N Z A K A  
O P R O X G Z C Q A O T V K B R P F P I L  
P C O N C E R N L Z N H I A H P O E R N R  
D A A X O W B J E K S N O S S E R P X E Q  
Z M B E M O T I O N S A R S S R D M S C B

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

**UNIT REVIEW**

**A. Matching: Match the definition in column II with the correct term in column I.**

COLUMN I	COLUMN II
_____ 1. Adjustment	a. To keep down or hold back
_____ 2. Analyze	b. Devotedly
_____ 3. Ardently	c. To pretend to be ill
_____ 4. Displacement	d. To settle or bring into accord
_____ 5. Intellectualization	e. Rationalism; reasoning without regard to feelings
_____ 6. Malingering	f. A plan to deceive
_____ 7. Projection	g. Question/examine
_____ 8. Rationalization	h. Unconsciously blaming another for one's own inadequacies
_____ 9. Repression	i. The act of putting things off
_____ 10. Stratagem	j. Modest; unpretending
_____ 11. Unobtrusive	k. Transfer of feelings about one person to another person
_____ 12. Procrastination	l. Devising a socially acceptable explanation for inadequate behavior
	m. Discord; confusion

**B. Fill in the Blank**

1. Problem-solving skills can help one eliminate \_\_\_\_\_.
2. How we view ourselves is our \_\_\_\_\_.
3. Our response to others is dealt with by our \_\_\_\_\_.
4. Unfortunately, many of us never come close to reaching our true \_\_\_\_\_.
5. Making a list of your strengths and weaknesses is a good way to begin a(n) \_\_\_\_\_ of ourselves.
6. Two good times to take a look at yourself for evaluation and renew your goals and aspirations are \_\_\_\_\_ and \_\_\_\_\_.
7. \_\_\_\_\_ is a complex process in which one has to be aware of all facets for complete information exchanges to occur.
8. The perceptive medical assistant should be able to decide what \_\_\_\_\_ to ask a patient to determine whether the look on that patient's face matches the patient's demeanor.
9. The medical assistant must impart a genuine \_\_\_\_\_ for the patient's well-being.
10. Patients may open up about their problems or preoccupations if the medical assistant shows a(n) \_\_\_\_\_ and takes the \_\_\_\_\_ with them that they need.
11. \_\_\_\_\_ take the blame away from the person you are speaking to and places it on the thing being discussed.

**C. Short Answer**

1. List the commonly used defense mechanisms and give an example of each. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
2. Why do individuals employ defense mechanisms? \_\_\_\_\_
- \_\_\_\_\_
3. Explain a psychological ramifications associated with constant use of defense mechanisms. \_\_\_\_\_
- \_\_\_\_\_
4. Why is it necessary to know oneself before one can relate effectively with others? \_\_\_\_\_
- \_\_\_\_\_
5. What are the problem-solving steps outlined in this unit?
- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
6. Apply the problem-solving steps to a particular problem you may have. \_\_\_\_\_
- \_\_\_\_\_
7. Explain the importance of one's mental and emotional status to overall health. \_\_\_\_\_
- \_\_\_\_\_
8. Why is problem solving essential for healthy workplace dynamics? \_\_\_\_\_
- \_\_\_\_\_

**CASE STUDIES**

**Scenario 1**

A middle-aged woman is being seen in the office for insomnia and hot flashes. She says she cannot understand why these things are happening to her. She has always been a "good sleeper" and she is always cold. She says that her friends tell her she is going through menopause, but she doesn't think that she is old enough for that and refuses to believe them.

**Critical Thinking Questions**

1. What type of coping skill is she using? \_\_\_\_\_
- \_\_\_\_\_
2. Which of these coping skills is this patient using? \_\_\_\_\_
- \_\_\_\_\_
3. What can you do to help her accept her condition? \_\_\_\_\_
- \_\_\_\_\_

**Scenario 2**

You have had an extremely frustrating day at work, but have managed to keep your emotions in check and get through the day. You have been very professional with both patients and co-workers even though you wanted to explode. When you get home, your kids ask you what you are making for dinner and you direct all your pent-up anger toward them.

**Critical Thinking Questions**

1. Which defense mechanism are you using? \_\_\_\_\_  
\_\_\_\_\_
2. What can you do about reducing the stress at work? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. Which part of you did you use to respond to your children? \_\_\_\_\_  
\_\_\_\_\_

**UNIT APPLICATION**

**Research Activities**

- A. Choose two of the defense mechanisms discussed in this unit and write a short scenario for each mechanism about a real-life situation in which the mechanism was used. Present the scenarios to the class and ask the class to identify which of the mechanisms you are describing.
- B. Search the Internet and see if you can find other problem-solving skills that were not discussed in this unit.

**CERTIFICATION AND REGISTRATION PREPARATION**

- \_\_\_\_\_ 1. Which of the following defines rationalization?
  - a. Keeping down or holding back
  - b. Transferring feelings about one person to another person
  - c. Justifying behavior with socially acceptable reasons
  - d. Modest; unpretending
- \_\_\_\_\_ 2. Which of the following describes an unconscious act that helps one deal with an unpleasant situation?
  - a. Coping skill
  - b. Defense mechanism
  - c. Excuse
  - d. Problem solving
- \_\_\_\_\_ 3. Which of the following is the definition of displacement?
  - a. Transferring feelings or emotions about one to another
  - b. Making excuses for one's behavior
  - c. Forcing painful feelings into the unconscious mind
  - d. Using a talent to compensate for a shortcoming
- \_\_\_\_\_ 4. A person who pretends to be sick to avoid an evaluation at work is using which defense mechanism?
  - a. Denial
  - b. Malingering
  - c. Compensation
  - d. Temporary withdrawal
- \_\_\_\_\_ 5. All of the following are steps to problem solving except:
  - a. Determine what the problem is and write it down.
  - b. Use creative thinking
  - c. Gather facts and ideas to help you decide what to do.
  - d. Put off dealing with the problem until you are able to solve it.
- \_\_\_\_\_ 6. The ongoing method inside each of us that deals with changes and adjustments in our lives is our:
  - a. Ideal self
  - b. Social self
  - c. Self-as-process
  - d. Self-image

**ASSIGNMENT SHEET**

**CHAPTER 4: PROFESSIONAL COMMUNICATIONS**

**Unit 3: Patients and Their Families**

**WORDS TO KNOW CHALLENGE**

**A. Matching: Match the definition in column II with the correct term in column I.**

COLUMN I	COLUMN II
_____ 1. Marginal	a. Cannot be understood
_____ 2. Holistic	b. Showing no interest
_____ 3. Terminal	c. A sad situation
_____ 4. Absurd	d. Certain to happen
_____ 5. Incomprehensible	e. Overwhelm
_____ 6. Nonchalant	f. Close to a limit
_____ 7. Hostility	g. Pertaining to a whole
_____ 8. Inevitable	h. Apprehension
_____ 9. Devastate	i. Ridiculous
_____ 10. Plight	j. Ill will
	k. Final

**B. Word Scramble: Unscramble the following terms.**

- |           |                                                                                                                                                 |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. _____  | <u>S</u> <u>E</u> <u>R</u> <u>A</u> <u>M</u> <u>C</u> <u>E</u> <u>M</u> <u>O</u> <u>T</u> <u>I</u>                                              |
| 2. _____  | <u>C</u> <u>H</u> <u>I</u> <u>T</u> <u>S</u> <u>O</u> <u>I</u> <u>L</u>                                                                         |
| 3. _____  | <u>F</u> <u>R</u> <u>E</u> <u>T</u> <u>O</u> <u>U</u> <u>I</u> <u>D</u> <u>T</u>                                                                |
| 4. _____  | <u>M</u> <u>E</u> <u>A</u> <u>L</u> <u>T</u> <u>R</u> <u>I</u> <u>N</u>                                                                         |
| 5. _____  | <u>T</u> <u>O</u> <u>N</u> <u>A</u> <u>N</u> <u>C</u> <u>A</u> <u>H</u> <u>L</u> <u>N</u>                                                       |
| 6. _____  | <u>H</u> <u>E</u> <u>R</u> <u>C</u> <u>L</u> <u>E</u> <u>E</u> <u>N</u> <u>I</u> <u>M</u> <u>O</u> <u>B</u> <u>N</u> <u>I</u> <u>P</u> <u>S</u> |
| 7. _____  | <u>G</u> <u>R</u> <u>A</u> <u>I</u> <u>N</u> <u>L</u> <u>A</u> <u>M</u>                                                                         |
| 8. _____  | <u>T</u> <u>E</u> <u>L</u> <u>I</u> <u>E</u> <u>B</u> <u>I</u> <u>N</u> <u>V</u> <u>A</u>                                                       |
| 9. _____  | <u>S</u> <u>A</u> <u>V</u> <u>E</u> <u>D</u> <u>T</u> <u>E</u> <u>T</u> <u>A</u>                                                                |
| 10. _____ | <u>O</u> <u>E</u> <u>S</u> <u>L</u> <u>C</u> <u>A</u>                                                                                           |

**UNIT REVIEW**

**A. True or False: Place a "T" for true or "F" for false in the space provided. For false statements, explain why they are false.**

- \_\_\_\_\_ 1. Printed material distributed to the patient is the best way to ensure compliance.  
\_\_\_\_\_
- \_\_\_\_\_ 2. Information regarding a patient may not be given to another member of the health care team without the patient's permission.  
\_\_\_\_\_
- \_\_\_\_\_ 3. It is permissible to give information regarding a patient to another medical office, but only if the patient has been referred to that office for treatment.  
\_\_\_\_\_

- \_\_\_\_\_ 4. It is permissible to leave information on a patient's answering machine or voice mail.  
\_\_\_\_\_
- \_\_\_\_\_ 5. Insurance companies require patients to seek a second opinion before beginning treatment for a serious illness or before having surgery.  
\_\_\_\_\_
- \_\_\_\_\_ 6. Patients have the right to accept or reject the physician's treatment plan.  
\_\_\_\_\_
- \_\_\_\_\_ 7. A living will states the patient's wishes regarding life support.  
\_\_\_\_\_
- \_\_\_\_\_ 8. Hospice provides care for the terminally ill patient and support for the family.  
\_\_\_\_\_

**B. Fill in the Blank**

- 1. The first responsibility for the medical professional is to the \_\_\_\_\_.
- 2. Facing unfamiliar surroundings and unfamiliar medical language adds to the patient's \_\_\_\_\_.
- 3. Tact and good communication skills help promote \_\_\_\_\_ with patients.
- 4. The patient's \_\_\_\_\_ must be obtained to release information about him or her to unauthorized persons.
- 5. The physician must be informed of a patient's \_\_\_\_\_, for it may have some bearing on the condition of the patient.
- 6. The medical assistant plays an integral part in \_\_\_\_\_ the physician's orders.
- 7. \_\_\_\_\_ is the key in helping patients accept and comply with treatment.
- 8. By being a good \_\_\_\_\_, the medical assistant reinforces the physician's advice.
- 9. A copy of the living will is filed with the physician, the \_\_\_\_\_, and the family of a terminally ill patient.
- 10. Terminally ill patients and their families may need \_\_\_\_\_ guidance more at this time than ever before in their lives.
- 11. When communicating with patients who speak a different language, a(n) \_\_\_\_\_ should be scheduled for the time of the patient's appointment.
- 12. A defense mechanism that protects one from reaching a set goal because it seems too difficult to complete is called \_\_\_\_\_ behavior.
- 13. Patients who have documentation stating they do not wish for extreme life-saving efforts should have \_\_\_\_\_ or \_\_\_\_\_ written in their chart.

**C. Short Answer**

- 1. Why is it important to develop good rapport with patients? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 2. How must the medical assistant safeguard the patient's right to confidentiality? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. What are the patient's options in relation to the physician's treatment plan? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. Describe the stages that patients experience following the diagnosis of terminal illness. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. What is the medical assistant's role in dealing with terminally ill patients? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. What is the purpose of the living will (also referred to as advance directives)? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
7. What is the purpose of hospice? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. List the services hospice provides. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CASE STUDIES**

**Scenario 1**

Mr. Anthony has been diagnosed with leukemia, and he and his family are confused and devastated. His type of leukemia is treatable, but he must have a bone marrow transplant. He and his family are confused about the treatment and they do not understand how all of this is going to work out. Mr. Anthony wants to know how he will get the new bone marrow and when he will be well again.

**Critical Thinking Questions**

1. What can you do as a medical assistant to help Mr. Anthony and his family? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. To what resources can you refer the patient and his family? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. How much should you tell the patient and his family about the illness? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Scenario 2

Mr. James has been diagnosed with terminal cancer. He and his family need a lot of support and comfort at this time. He has been asked to sign a living will and advanced directives to help facilitate his treatment during his illness. He has also stated that he does not want to be in the hospital when he dies.

### Critical Thinking Questions

1. How will you explain the living will to the patient and his family? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. How will you explain advanced directives to the patient and his family? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. What options do the patient and his family have regarding his care? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## UNIT APPLICATION

### Research Activities

- A. Contact your local leukemia or cancer society and gather the latest information and statistics on new treatment options for leukemia. Write a short paper to present to the class.
- B. Research living wills on the Internet to determine how many states recognize these documents.
- C. Contact hospitals in your area and determine which ones have hospice facilities for patients and their families. Choose one facility, or your county hospice movement, and interview one of the nurses who work with hospice patients. Write a short paper about the rewards and challenges of working in hospice.

## CERTIFICATION AND REGISTRATION PREPARATION

- \_\_\_\_\_ 1. Information about a patient may be shared with which of the following people, without the patient's written permission?
  - a. Laboratory technician
  - b. Referring physician
  - c. Another medical office
  - d. All of the above
- \_\_\_\_\_ 2. Which of the following is key to patient compliance?
  - a. Information
  - b. Motivation
  - c. Criticism
  - d. Nonchalance
- \_\_\_\_\_ 3. Which of the following behaviors describes a patient who cannot follow through with a goal?
  - a. Procrastination
  - b. Noncompliance
  - c. Approach-avoidance
  - d. None of the above
- \_\_\_\_\_ 4. Which of the following describes a patient's refusal to accept the diagnosis of a terminal illness?
  - a. Denial
  - b. Avoidance
  - c. Anger
  - d. Bargaining
- \_\_\_\_\_ 5. To determine a patient's complaint, which of the following types of questions would the medical assistant ask?
  - a. Closed-ended
  - b. Direct
  - c. Feeder
  - d. Broad

Name \_\_\_\_\_

Date \_\_\_\_\_ Score \_\_\_\_\_

## ASSIGNMENT SHEET

### CHAPTER 4: PROFESSIONAL COMMUNICATIONS

#### Unit 4: Office Interpersonal Relationships

#### WORDS TO KNOW CHALLENGE

##### A. Unscramble

- |          |                                                                                                    |
|----------|----------------------------------------------------------------------------------------------------|
| 1. _____ | <u>Y</u> <u>E</u> <u>T</u> <u>P</u> <u>T</u>                                                       |
| 2. _____ | <u>L</u> <u>A</u> <u>T</u> <u>N</u> <u>E</u> <u>A</u> <u>O</u> <u>I</u> <u>V</u> <u>U</u>          |
| 3. _____ | <u>R</u> <u>L</u> <u>X</u> <u>G</u> <u>N</u> <u>I</u> <u>P</u> <u>E</u> <u>P</u> <u>E</u>          |
| 4. _____ | <u>I</u> <u>R</u> <u>M</u> <u>T</u> <u>E</u>                                                       |
| 5. _____ | <u>P</u> <u>D</u> <u>S</u> <u>E</u> <u>C</u> <u>I</u> <u>T</u> <u>R</u> <u>I</u> <u>N</u> <u>O</u> |
| 6. _____ | <u>U</u> <u>L</u> <u>I</u> <u>S</u> <u>E</u> <u>R</u> <u>E</u>                                     |
| 7. _____ | <u>V</u> <u>R</u> <u>J</u> <u>E</u> <u>T</u> <u>E</u> <u>N</u> <u>A</u> <u>U</u> <u>E</u>          |

#### UNIT REVIEW

##### A. Matching: Match the definition in column II with the correct term in column I.

- | COLUMN I                   | COLUMN II                                                       |
|----------------------------|-----------------------------------------------------------------|
| _____ 1. Annual evaluation | a. Means of communicating important information to staff        |
| _____ 2. Positive attitude | b. Continuing education                                         |
| _____ 3. Self-discipline   | c. Results in quality patient care                              |
| _____ 4. Medical assistant | d. Promotes efficiency                                          |
| _____ 5. Break time        | e. Necessary to accomplish objectives of physician and patient  |
| _____ 6. Cooperation       | f. Regular exercise                                             |
| _____ 7. Intraoffice memo  | g. Creates a pleasant work environment                          |
| _____ 8. Teamwork          | h. Necessary in a professional setting                          |
| _____ 9. Job description   | i. Essential in smooth office operation                         |
| _____ 10. Good rapport     | j. Used to motivate employees and keep communication lines open |
| _____ 11. AAMA and AMT     | k. Must relate well to others                                   |
|                            | l. Essential to well-being                                      |

##### B. Short Answer

1. What are the most important factors in relationships among medical assistant, employers, and co-workers?  
\_\_\_\_\_  
\_\_\_\_\_
2. List positive factors of externship. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. What are the reasons for staff meetings? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. List some methods of intraoffice communication. \_\_\_\_\_  
\_\_\_\_\_
5. What is the purpose of the employee evaluation? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## CASE STUDIES

### Scenario 1

During the past two weeks, Jennifer has noticed that her co-worker, Maryn, has been making some charting errors. She is very concerned about patient care and does not want any of the patients to suffer because of the errors.

#### Critical Thinking Questions

1. Should Jennifer go directly to Maryn with her concerns? \_\_\_\_\_  
\_\_\_\_\_
2. Who should Jennifer talk with about her concerns? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. What impact could this situation have on both women's careers? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Scenario 2

Amanda and Avery are 2 of 12 medical assistants employed at the Brookhaven Clinic. Most of the staff gets along very well with both girls, but Amanda and Avery do not get along with each other. There is a staff meeting scheduled for this Friday at 7:30 a.m. and Amanda intends to bring up the problem for discussion during the meeting.

#### Critical Thinking Questions

1. Should this problem be discussed at a staff meeting? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. Who should Amanda speak to about the problem? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. What are some possible solutions to this problem? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**UNIT APPLICATION****Research Activities**

- A. Make a list of interferences that can block communications between staff members in the medical office, and then list ways to eliminate those blocks.
- B. Write an office memo concerning a new policy about clocking in. Have each student read your memo and then initial it.
- C. Contact a local medical office and ask if you could sit in on one of the staff meetings. Take notes and then share some of the things discussed with the class. Be sure to protect the identity of those in the staff meeting when presenting your comments.

**CERTIFICATION AND REGISTRATION PREPARATION**

- \_\_\_\_\_ 1. The medical assistant must learn to relate to which of the following people?
  - a. Patient
  - b. Physician
  - c. Co-workers
  - d. All of the above
- \_\_\_\_\_ 2. All of the following are necessary for an enjoyable work atmosphere except:
  - a. Cooperation
  - b. Respect
  - c. Liking your co-workers
  - d. Honesty
- \_\_\_\_\_ 3. All of the following are qualities of an efficient medical assistant except:
  - a. Versatility
  - b. Beauty
  - c. Initiative
  - d. Self-starting
- \_\_\_\_\_ 4. Which of the following could be part of a staff meeting?
  - a. In-service program
  - b. Policy changes
  - c. Discussing a personality conflict
  - d. None of the above
  - e. Both a and b
- \_\_\_\_\_ 5. Which of the following can be used as a means of intraoffice communication?
  - a. Bulletin board
  - b. Email
  - c. Intraoffice memo
  - d. All of the above

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