

Name _____

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ASSIGNMENT SHEET

CHAPTER 10: MEDICAL OFFICE MANAGEMENT

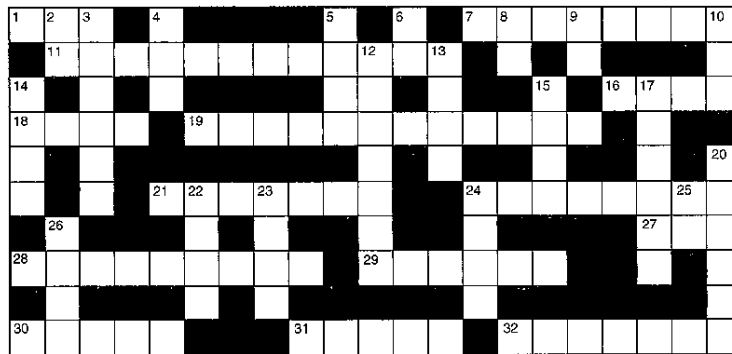
Unit 1: Safety, Security, and Emergency Plans in the Medical Office

WORDS TO KNOW CHALLENGE

A. Abbreviations: To what do the following abbreviations refer?

1. HIV _____
2. OSHA _____
3. CDC _____
4. AIDS _____
5. CLIA _____

B. Crossword Puzzle



ACROSS

1. A pair
7. To leave
11. Device to put out fire
16. Entranceway
18. Floor coverings
19. Contaminated material
21. Obstruction, a guard
24. Potentially dangerous
28. Holder for sweets
29. The quality of reducing danger
30. Remains, left over
31. Hand covering
32. A disease-prevention substance

DOWN

2. Us
3. An essential element for life and combustion

4. The virus associated with AIDS
5. A federal agency
6. Myself
8. Virginia (abbreviation)
9. California (abbreviation)
10. Organ of hearing
12. Dangers
13. Unusual, not common
14. A section, place
15. Combustible material
17. Place of employment
20. Safe, protected from danger
22. The eventual result of HIV
23. Dangerous chance
24. To see
25. Learning disabled (abbreviation)
26. Journal of American Medical Association (abbreviation)

C. Spelling: Underline the correct spelling of each word.

- | | | | |
|----------------|-------------|--------------|--------------|
| 1. infection | enfection | infecshion | infecktion |
| 2. assault | ausalt | assault | assalte |
| 3. emergencie | imergency | emergentcy | emergency |
| 4. invironment | enviremont | envirenmont | environment |
| 5. reciption | reception | recepshion | reseption |
| 6. ventilation | ventalation | ventilashion | ventillation |

UNIT REVIEW

A. Short Answer

1. List four items to check every morning to ensure a safe environment in the reception area.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
2. Identify four hazards to which you should be alert in the business area of an office.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
3. Name three things in an examination room that might cause an unsafe situation.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
4. What does the term "fire triangle" mean? _____
5. Name seven items that could start a fire in an office.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____
 - g. _____
6. What types of natural disasters require an established office policy regarding the appropriate actions to take? _____
7. Why are fire and severe weather drills necessary? _____
8. How does knowing what to do or how to act affect a person's response to a crisis? _____
9. How would you clean up the following?
 - a. Body fluids _____
 - b. Glass fragments _____
10. Name the eight telephone numbers that should be posted near each office telephone.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____
 - g. _____
 - h. _____
12. What can you do to protect yourself from skin and mucous membrane exposure to harmful organisms? List six examples of protective items. _____

B. Identify the responsibility. Using the abbreviations OSHA, CDC, and CLIA, indicate which organization has the responsibility for the following:

1. _____ Protects employees
2. _____ Collects data on diseases
3. _____ Establishes policies to reduce disease transmission
4. _____ Provides employees with safe working conditions
5. _____ Develops standard precautions
6. _____ Classifies diseases according to method of spread
7. _____ Regulates testing of specimens
8. _____ Recommends personal protective equipment
9. _____ Certifies physicians' laboratory testing
10. _____ Dictates use of vinyl or latex gloves

CASE STUDIES

Scenario 1

While carrying a rack full of tubes containing blood to be discarded into the biohazard container, Jennifer slips and falls. The tubes scatter everywhere, but, fortunately, only three of them break. This accident occurred in the main hallway, so Jennifer needs to think fast and get this mess cleaned up.

Critical Thinking Questions

1. Should Jennifer apply PPE? If so, why? _____
2. What should be used to clean up the spilled blood? _____
3. Where should the tubes be discarded? _____

Scenario 2

While being examined by the physician, a 75-year-old patient falls unconscious and stops breathing. The physician tells the medical assistant to call local EMS. The medical assistant goes to the telephone, but cannot locate the emergency numbers list or the phone book. This clinic is located in a rural area that does not have 911 service.

Critical Thinking Questions

1. What should be posted next to each telephone in the office? _____
2. What could the MA have done when she could not locate the numbers? _____
3. Could this incident have been life threatening for the patient? _____

UNIT APPLICATION

A. Make an Emergency Phone Card

Using your local phone directory, complete the "card" below, listing the service and its appropriate number.

EMERGENCY NUMBERS			
SERVICE	NUMBER	SERVICE	NUMBER
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

- B. Demonstrate proper use of a fire extinguisher and then role play its use.**
- C. Inspect the laboratory area and note any safety hazards present.**
- D. Practice an emergency weather drill.**

CERTIFICATION AND REGISTRATION PREPARATION

- _____ 1. Which of the following diseases poses the greatest threat to health care providers?
 - a. HIV
 - b. Meningitis
 - c. Hepatitis B
 - d. None of these answers
- _____ 2. Which agency provides the guidelines known as "universal precautions"?
 - a. HHS
 - b. OSHA
 - c. CDC
 - d. FDA
- _____ 3. Which of the following is considered to be part of PPE?
 - a. Gloves
 - b. Gown
 - c. Eye protection
 - d. All of these answers
- _____ 4. The elements needed to start a fire are heat, oxygen, and:
 - a. nitrogen
 - b. carbon dioxide
 - c. fuel
 - d. wood
- _____ 5. A pair of gloves would be known as what type of precaution?
 - a. Covering
 - b. Barrier
 - c. Disposable
 - d. Universal
- _____ 6. Which agency is responsible for overseeing safety of the workplace?
 - a. CDC
 - b. OSHA
 - c. Department of Labor
 - d. FDA

ASSIGNMENT SHEET

CHAPTER 10: MEDICAL OFFICE MANAGEMENT

Unit 2: The Language of Banking

WORDS TO KNOW CHALLENGE

A. Matching: Match the term in column I with its description in column II.

- | COLUMN I | COLUMN II |
|---------------------------|--|
| _____ 1. Agent | a. Record of deposit given to customer by bank |
| _____ 2. Bankbook | b. A person authorized to act for another |
| _____ 3. Bank statement | c. A bank account against which checks are written |
| _____ 4. Cashier's check | d. Record of deposits, withdrawals, and interest earned |
| _____ 5. Check register | e. An itemized list of cash and checks deposited |
| _____ 6. Certified check | f. Check stub |
| _____ 7. Checking account | g. Purchaser pays full amount of check issued by bank |
| _____ 8. Currency | h. Paper money issued by government |
| _____ 9. Deposit | i. A record sent to customer showing all banking activity for a set period of time |
| _____ 10. Debit | j. Money being placed in a bank account |
| _____ 11. Deposit record | k. Bank stamps customer's own check and holds funds aside to cover check |
| _____ 12. Deposit slip | l. An entry of an amount owed that has been charged to the account |

B. Matching: Match the term in column I with its description in column II.

- | COLUMN I | COLUMN II |
|-----------------------------|--|
| _____ 1. Endorsement | a. Negotiable instrument purchased for a fee to be used instead of a check |
| _____ 2. Endorser | b. Check made out for a future date |
| _____ 3. Insufficient funds | c. Person to whom check is written |
| _____ 4. Limited check | d. Payee's signature on back of check |
| _____ 5. Maker | e. A bank term used to indicate that writer of check did not have enough money in account to cover check |
| _____ 6. Money order | f. Person who signs check |
| _____ 7. Note | g. An amount sent electronically to a savings or checking account |
| _____ 8. Payee | h. Legal evidence of debt |
| _____ 9. Payer | i. Same as payee on check |
| _____ 10. Postdated check | j. Check that will be void if written over designated amount or kept beyond time limit of when it should be cashed |
| _____ 11. Direct deposit | k. Individual who signs a check |

C. Word Search: Find the following words hidden in the puzzle.

AGENT	CERTIFIED	DEPOSIT
COLLATERAL	CHECK	LIMITED
ENDORSE	CURRENCY	MAGNETIC
PAYEE	INSUFFICIENT	VOUCHER
WITHDRAWAL	TRANSFER	WARRANT
BANK	DEBIT	

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

UNIT REVIEW

A. Short Answer

1. Explain the difference between overdraft and overdrawn. _____

2. a. List five pieces of information a bank requires to stop payment on a check.
 1. _____
 2. _____
 3. _____
 4. _____
 5. _____
- b. For what reasons may payment be stopped?
 1. _____
 2. _____
3. Define the term "postdated check" and explain what you must do with such a check. _____

4. What is an electronic fund transfer? _____

B. Matching: Match the term in column I with its description in column II.

COLUMN I	COLUMN II
_____ 1. Power of attorney	a. Bank employee who is the main contact between customer and bank
_____ 2. Savings account	b. Fees charged by bank for services rendered
_____ 3. Service charge	c. Removal of funds from depositor's account
_____ 4. Stale check	d. Method by which maker of check may change his or her mind about making payment
_____ 5. Negotiable	e. Check with detachable form used to state purpose for which check was written
_____ 6. Stop payment	f. A bank account on which the depositor earns interest
_____ 7. Teller	g. Evidence of a debt due that is not negotiable
_____ 8. Traveler's check	h. Special check issued by bank in exchange for cash that must be signed when purchased and again when used
_____ 9. Voucher check	i. A check presented for payment after the date specified it would be honored
_____ 10. Warrant	j. A legal procedure that authorizes one person to act as agent for another
_____ 11. Withdrawal	k. Something that is able to be transferred or exchanged

CASE STUDIES

Scenario 1

Mrs. Leonard escorts her mother to the office for her regular check-up. While Mrs. Leonard's mother is receiving her treatment, Mrs. Leonard wants to pay her mother's co-pay. Mrs. Leonard writes a check from her mother's account and signs her mother's name to it.

Critical Thinking Questions

1. Is it legal for Mrs. Leonard to sign her mother's checks? _____

2. Should the office accept the check? _____

3. What other options are available for paying the office? _____

Scenario 2

Jeffrey Anthony has been a patient at the clinic for about six months. His checks have been returned for non-sufficient funds three times during this period. As he is leaving the office, he wants to write another check.

Critical Thinking Questions

1. Should the office accept his check? _____

2. How can this situation be explained to Mr. Anthony? _____

3. What other payment options could be offered to the patient? _____

UNIT APPLICATION

Research Activities

A. Research three local banks and determine their charges for the following services:

1. Certified checks
2. Cashier's checks
3. Traveler's checks
4. Stop payment
5. Insufficient funds
6. Overdraft protection
7. Money orders

B. Select a local bank and gather information about the different types of checking accounts it offers. Choose one account and explain all the features it offers.

CERTIFICATION AND REGISTRATION PREPARATION

- _____ 1. When the bank stamps a customer's check and holds the correct amount of money until the check is cashed, this is known as what type of check?
- | | |
|--------------|------------|
| a. Cashier's | c. Voucher |
| b. Certified | d. Limited |
- _____ 2. Moving money from a checking account to a savings account is known as:
- | | |
|------------------|-----------------------------|
| a. ACH debit | c. electronic fund transfer |
| b. wire transfer | d. online banking |
- _____ 3. Where is the ABA number printed on a check?
- | | |
|-----------------------|-----------------------|
| a. Upper left corner | c. Lower left corner |
| b. Lower right corner | d. Upper right corner |
- _____ 4. The record of checks written is known as the:
- | | |
|-------------------|----------------------|
| a. deposit slip | c. currency register |
| b. check register | d. debit register |
- _____ 5. Which type of check is presented too long after it is written?
- | | |
|------------|--------------|
| a. Stale | c. Postdated |
| b. Special | d. Limited |
- _____ 6. Which person signs a check?
- | | |
|-------------|-------------|
| a. Payee | c. Maker |
| b. Endorser | d. Receiver |
- _____ 7. When a check is returned because there was not enough money in the account to cover it, it cannot be cashed due to:
- | | |
|--------------------|-----------------------|
| a. fraud | c. limitations |
| b. service charges | d. insufficient funds |

UNIT REVIEW

A. Short Answer

1. Explain the bank code on a check.
 - a. What is an ABA number? _____
 - b. Who originated the number concept? _____
 - c. What is its purpose? _____

2. Spell out the acronym MICR.
 - a. Explain what each series of numbers means.
 1. _____
 2. _____
 3. _____
 - b. What does a bank add to the check? _____
 - c. Why is MICR used? _____

3. Explain why comparing shipments to packing lists or invoices is important. _____

4. List the seven features you must examine to be sure the check is valid. _____

5. Why should you refuse a third-party check? _____
6. Why should you not accept a check for more than the amount due? _____

7. Why may a check marked "payment in full" be a problem? _____

8. Name the two kinds of endorsements, explaining the meaning of each one.
 - a. _____
 - b. _____

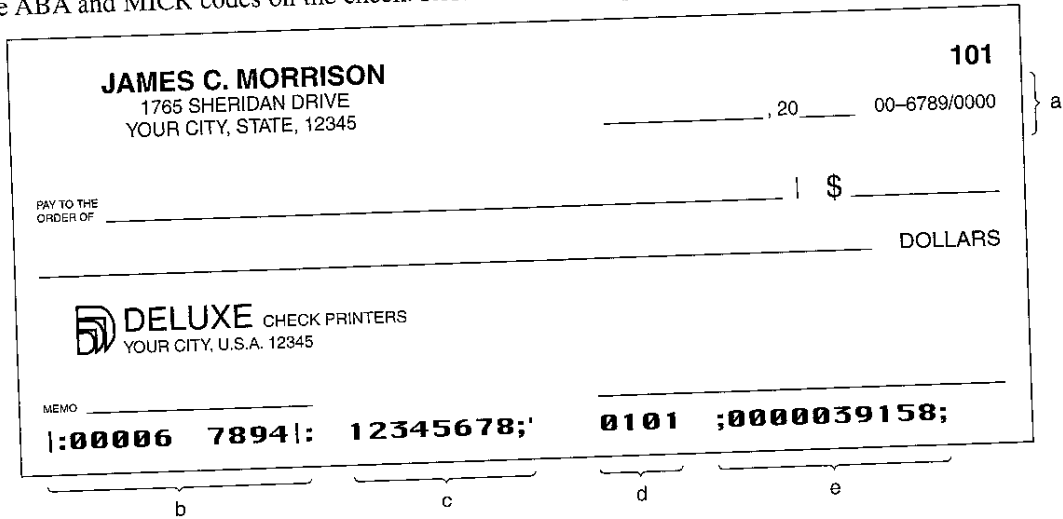
9. How do you process a check when the name of the payee is misspelled? _____

Name _____

10. Where should a check be endorsed? _____
11. For what purpose is a petty cash fund used? _____
- _____
- _____

B. Label the Illustration

Label the ABA and MICR codes on the check. Refer to the description in the textbook.



- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

CASE STUDIES

Scenario 1

Ann Elroy is the billing supervisor for the Brockhaven Clinic. She takes care of all patient accounts and is responsible for logging in payments and for preparing all deposits to the clinic's account. Ann is swamped and is trying to get all payments prepared for deposit before the bank closes. She fills out the deposit and rushes to the bank. She receives a call on the next business day that states that her deposit was incorrect. One of the checks had a discrepancy between the numeric amount and the written amount.

Critical Thinking Questions

1. What big mistake did Ann make? _____
- _____
- _____
2. How can this be prevented in the future? _____
- _____
- _____
3. Will the bank honor this deposit? _____
- _____
- _____

Scenario 2

Mr. Leonard has had an outstanding balance for the past year with your office and has always been meticulous about sending in his monthly payments. You receive a payment, and the check is marked "paid in full" on the memo line. You are glad that Mr. Leonard has finally paid his account in full and you prepare the check for deposit. When the bills are run for the next month, you notice that Mr. Leonard still has a \$10.00 balance due on his account.

Critical Thinking Questions

1. Will the office be able to collect the \$10.00 due? _____

2. What mistake did you make when preparing to deposit the check? _____

3. How should the office handle this situation? _____

UNIT APPLICATION

Performance Objective Practice

A. Write a Check

Using the following information, write four checks to suppliers of goods and services using the sample checks that follow. Use the current date and sign the checks with the physician's name provided with your name below the line. Complete the stub end, subtracting each subsequent check. (Two extra checks are provided in case you make an error.)

- | | |
|---------------------------------|------------|
| a. Physician's Supply, Inc. | \$125.50 |
| b. Clinical Laboratory Services | \$987.45 |
| c. Brown Office Equipment | \$535.99 |
| d. Jones Building Maintenance | \$1,248.75 |

1490		BAL BRO'T FORD	ELIZABETH R. EVANS, M.D.		1490
19			SUITE 205 100 E. MAIN ST.		25-64440
TO		DEPOSITS	YOURTOWN, US 98765-4321		
FOR		TOTAL	PAY TO THE ORDER OF		\$
		THIS CHECK	DOLLARS		
		BALANCE	THE NEVER FAIL BANK		7-88-25
			ANYWHERE, U.S.A. 00000		
			FOR		
			:00006 7894 : 12345678; 01490 ;0000039158;		

1491		BAL BRO'T FORD	ELIZABETH R. EVANS, M.D.		1491
19			SUITE 205 100 E. MAIN ST.		25-64440
TO		DEPOSITS	YOURTOWN, US 98765-4321		
FOR		TOTAL	PAY TO THE ORDER OF		\$
		THIS CHECK	DOLLARS		
		BALANCE	THE NEVER FAIL BANK		7-88-25
			ANYWHERE, U.S.A. 00000		
			FOR		
			:00006 7894 : 12345678; 01491 ;0000039158;		

1492		BAL BRO'T FORD	ELIZABETH R. EVANS, M.D.		1492
19			SUITE 205 100 E. MAIN ST.		25-64440
TO		DEPOSITS	YOURTOWN, US 98765-4321		
FOR		TOTAL	PAY TO THE ORDER OF		\$
		THIS CHECK	DOLLARS		
		BALANCE	THE NEVER FAIL BANK		7-88-25
			ANYWHERE, U.S.A. 00000		
			FOR		
			:00006 7894 : 12345678; 01492 ;0000039158;		

1493		BAL BRO'T FORD	ELIZABETH R. EVANS, M.D.		1493
19			SUITE 205 100 E. MAIN ST.		25-64440
TO		DEPOSITS	YOURTOWN, US 98765-4321		
FOR		TOTAL	PAY TO THE ORDER OF		\$
		THIS CHECK	DOLLARS		
		BALANCE	THE NEVER FAIL BANK		7-88-25
			ANYWHERE, U.S.A. 00000		
			FOR		
			:00006 7894 : 12345678; 01493 ;0000039158;		

1494		BAL BRO'T FORD	ELIZABETH R. EVANS, M.D.		1494
19			SUITE 205 100 E. MAIN ST.		25-64440
TO		DEPOSITS	YOURTOWN, US 98765-4321		
FOR		TOTAL	PAY TO THE ORDER OF		\$
		THIS CHECK	DOLLARS		
		BALANCE	THE NEVER FAIL BANK		7-88-25
			ANYWHERE, U.S.A. 00000		
			FOR		
			:00006 7894 : 12345678; 01494 ;0000039158;		

1495		BAL BRO'T FORD	ELIZABETH R. EVANS, M.D.		1495
19			SUITE 205 100 E. MAIN ST.		25-64440
TO		DEPOSITS	YOURTOWN, US 98765-4321		
FOR		TOTAL	PAY TO THE ORDER OF		\$
		THIS CHECK	DOLLARS		
		BALANCE	THE NEVER FAIL BANK		7-88-25
			ANYWHERE, U.S.A. 00000		
			FOR		
			:00006 7894 : 12345678; 01495 ;0000039158;		

B. Use the following figures to reconcile the bank account on the form provided. You may assume the opening balance agrees with the previous statement.

STATEMENT OF ACCOUNT
THE NEVER FAIL BANK • ANYWHERE, USA 00000

For the month of _____, _____(year)

Checks written during the month

#101	25.00	111	500.00	122	35.00
102	600.00	112	18.22	123	95.94
103	75.00	113	133.28	124	19.00
104	37.54	114	57.50	125	75.00
105	30.00	115	38.60	126	400.00
106	95.94	116	500.00	127	78.37
107	73.87	117	785.00	128	95.94
108	44.00	118	28.37	129	200.00
109	130.00	119	60.00	130	33.60
110	95.94	120	36.30	131	1200.00
		121	115.45	132	100.00

Checkbook balance end of last month \$3173.71

Deposit mailed but not appearing on statement \$191.00

Checks Paid Out		Deposits	Balance
		Balance Brought Forward	1840.57
25.00	95.94	500.00	1815.57
600.00	44.00	750.00	1715.57
30.00	500.00	350.00	2339.63
73.87	38.60	700.00	2441.76
95.94	115.45	335.00	2394.32
57.50	95.94	500.00	2133.22
28.37	75.00	440.50	2604.85
60.00	78.37	180.00	2985.35
36.30	33.60	175.00	3013.60
35.00	130.00	520.00	3057.66
19.00	18.22	522.50	3483.66
400.00	500.00	720.00	3431.85
200.00	95.94	600.00	3918.25
100.00	133.28	662.00	4414.98
	3.27 SC		5076.98

No. checks 28

No. deposits 14

Service charge 3.27

Ending balance 5076.98

RECONCILE THE BANK STATEMENT

Bank statement balance	\$5,076.98
Outstanding checks	
#104	37.54
#117	785.00
#125	75.00
#131	1,200.00
Total	\$2,097.54
Subtract total outstanding checks	2,097.54
Adjusted balance	2,979.44
Add deposits not credited	191.00
Corrected bank statement balance	\$3,170.44
Checkbook balance	\$3,173.71
Subtract bank charges	3.27
Corrected checkbook balance	\$3,170.44

C. Prepare a bank deposit: Use the following list of cash and check payments.

Currency/coin: \$35.50, \$40.00, \$50.75, \$25.00, \$15.75

- Checks:
- Holley, check #134—\$40.00
 - Segal, check #285—\$25.00
 - Gomez, check #596—\$55.00
 - Schmidt, check #436—\$32.00
 - Moriarty, check #1073—\$38.00
 - Kostrevski, check #735—\$47.00
 - Kendrix, check #489—\$150.00
 - Cartloano, check #634—\$45.00

Money orders: Chin, \$45.00; Jackson, \$55.00

DEPOSIT TICKET

DATE _____ 20____

DEPOSIT MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL

CURRENCY		
COIN		
TOTAL CHECKS		
TOTAL		

25-64/440

Checks and other items are received for deposit subject to the provisions of the Uniform Commercial Code or any applicable collection agreement.

THE NEVER FAIL BANK

ANYWHERE, U.S.A.

⑆00006 7894⑆ 123456789⑆ 01490 ⑆0000039358⑆

7-88-25

DEPOSIT TICKET

PLEASE BE SURE THAT ALL ITEMS ARE PROPERLY ENDORSED. LIST EACH CHECK SEPARATELY.

DOLLARS		CENTS	
LAST	FIRST	LAST	FIRST
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			
40			
TOTAL CHECKS			

ENTER TOTAL ENDORSE HERE

D. Fill Out a Petty Cash Form: Complete the following petty cash form using the following amounts. Note: When the petty cash fund reaches \$5.00, it should be brought back up to the \$25.00 level.

- a. Bill: postage \$5.00
- b. Voucher 1: charity donation \$10.00
- c. Bill: envelopes and pens \$2.75
- d. Voucher 2: mileage \$1.25
- e. Bill: postage \$3.87

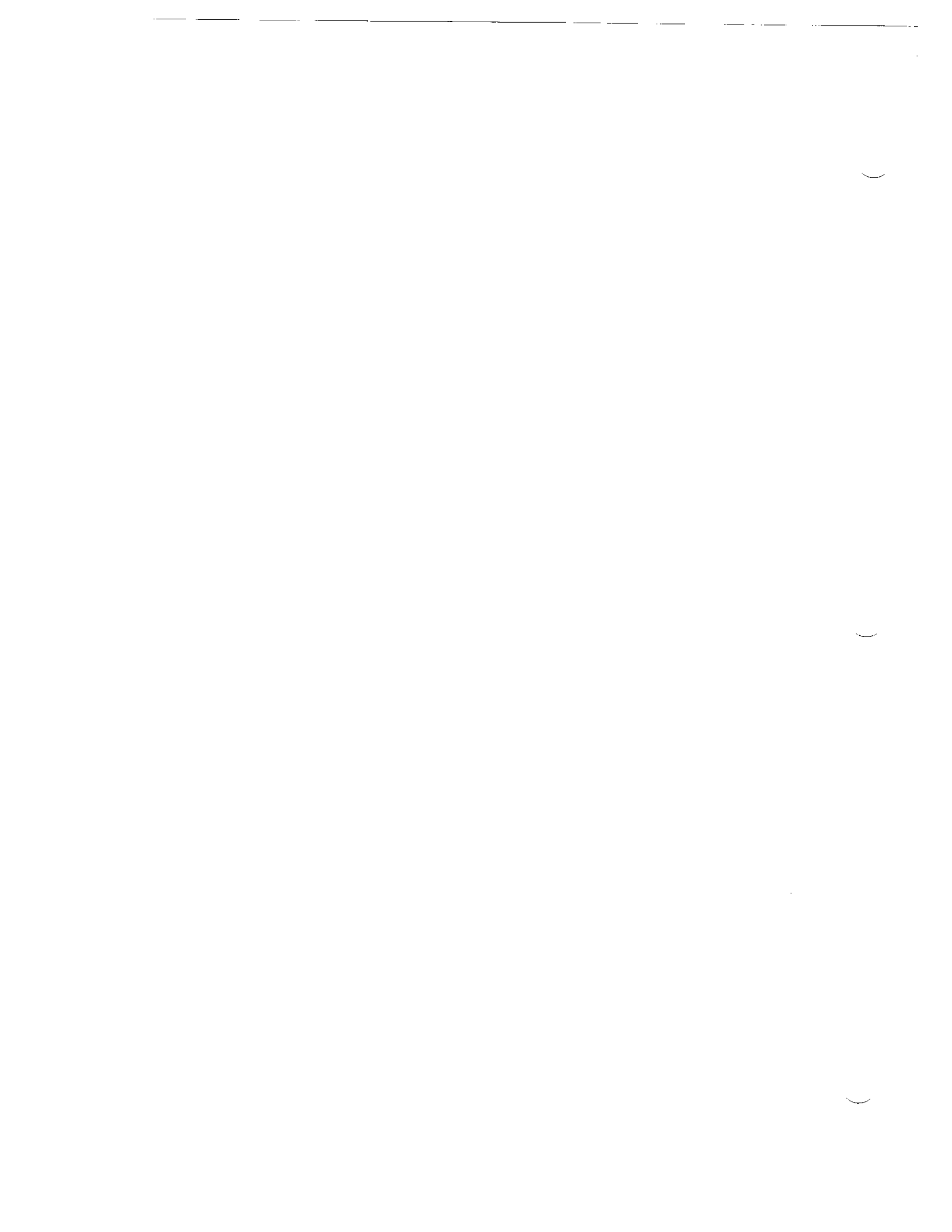
PETTY CASH FORM		
Date	Bill/Voucher	Balance
10-04-20XX		\$25.00
10-10-20XX		\$
10-10-20XX		\$
10-12-20XX		\$
10-14-20XX		\$
10-14-20XX		\$
10-14-20XX		\$

Performance Competency

Following completion of Performance Objective Practice, use the Performance Evaluation Checklists 10-1, 10-2, 10-3, and 10-4 in the workbook to perform the procedures for evaluation.

CERTIFICATION AND REGISTRATION PREPARATIONS

- _____ 1. When is a check considered to be stale?
 - a. 30 days after the date written
 - b. 45 days after the date written
 - c. 60 days after the date written
 - d. 120 days after the date written
- _____ 2. Which of the following types of checks should not be accepted?
 - a. Insurance
 - b. Third party
 - c. Two party
 - d. Government
- _____ 3. How many features should a check have to make it valid?
 - a. Five
 - b. Seven
 - c. Six
 - d. Four
- _____ 4. Which type of endorsement requires a signature only?
 - a. Blank
 - b. Restrictive
 - c. Singular
 - d. Non-restrictive
- _____ 5. Endorsements must be within _____ inch(es) of the trailing edge of the check.
 - a. 1
 - b. 2
 - c. 3
 - d. 1 ½
- _____ 6. Which type of check is one that has been written but does not appear on the bank statement?
 - a. Outstanding
 - b. Cleared
 - c. Reconciled
 - d. Endorsed
- _____ 7. The person to whom a check is written is the:
 - a. payer
 - b. negotiable party
 - c. payee
 - d. signaturee
- _____ 8. The number that identifies the location of the bank on which a check is written is the:
 - a. chronologic number
 - b. magnetic number
 - c. ABA number
 - d. MICR number
- _____ 9. When the physician gives the office manager permission to sign checks, which type of document must be filed with the bank?
 - a. Power of attorney
 - b. Authorization card
 - c. Signature card
 - d. Account signature
- _____ 10. To make sure that the office and the bank agree on the amount in the account, you should perform a(n):
 - a. deposit audit
 - b. reconciliation
 - c. endorsement check
 - d. balance check



ASSIGNMENT SHEET

CHAPTER 10: MEDICAL OFFICE MANAGEMENT

Unit 4: Employee, Salary, Benefits, and Tax Records

WORDS TO KNOW CHALLENGE

A. Word Puzzle: Use the definitions below to spell out these terms.

- 1. _ _ _ _ U _ _ _ _ _
- 2. _ _ _ _ _ N _ _ _ _
- 3. _ E _ _ _ _ _
- 4. _ _ _ _ M _ _ _ _ _ _ _
- 5. _ _ _ _ _ P _ _ _ _ _
- 6. _ _ _ _ _ L _ _ _ _
- 7. _ _ _ O _ _ _
- 8. _ _ _ _ _ Y
- 9. _ M _ _ _ _ _
- 10. _ E _ _ _ _ _
- 11. N _ _ _
- 12. _ _ _ _ T _ _ _ _ _ _

- 1. Eligible credits to reduce tax
- 2. One who examines fiscal matters
- 3. Additional to salary
- 4. Without work
- 5. The act of excusing
- 6. Lack of ability
- 7. Total earnings
- 8. Length of time
- 9. One hired for a job
- 10. Eligible to receive
- 11. Remaining
- 12. Participation in distribution of earnings

B. Spelling: Underline the correctly spelled word.

- | | | |
|-------------|------------|-------------|
| accountent | accountant | accountant |
| disability | disibility | disability |
| longevity | lonjevity | longitevy |
| egemption | exeption | exemption |
| deducktions | deductions | deductshuns |

UNIT REVIEW

A. Short Answer

1. What information should be listed on payroll record-keeping forms?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____
 - g. _____
 - h. _____
 - i. _____
 - j. _____
 - k. _____
 - l. _____
 - m. _____
2. a. What determines the amount of federal tax withheld?
 1. _____
 2. _____
 3. _____
 4. _____b. How are state and local taxes determined? _____
c. What is net pay? _____
3. What is the physician's responsibility in relation to state and federal regulations?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
4. What are the following forms and what are they used for?
 - a. W-4 _____
 - b. I-9 _____
 - c. W-2 _____
5. List at least six examples of the fringe benefits.

a. _____	g. _____
b. _____	h. _____
c. _____	i. _____
d. _____	j. _____
e. _____	k. _____
f. _____	l. _____
6. What does the term "vested" mean? _____

B. Fill in the Blanks

All employees in a physician's office must have a _____. Forms to apply for the number can be obtained from local _____. Each employee must also complete a(n) _____ indicating the number of exemptions claimed. In addition, recent federal legislation requires the completion of a(n) _____. This form is issued by the _____. Its purpose is to ensure all persons employed are either _____, or _____. In addition to these federal requirements, forms must also be processed for _____ and _____ tax records.

CASE STUDIES

Scenario 1

A job applicant for the position of clinical medical assistant has passed the first interview and is now ready to fill out all necessary paper work to ensure she is eligible to work in this capacity and in this country. Following completion of the paperwork, the applicant is hired and begins working. At the end of the two-week pay period, the person responsible for payroll in the office sends the clinical supervisor a note stating that the applicant cannot be paid.

Critical Thinking Questions

1. For what reason might the employee not be able to be paid? _____

2. What should have been done before the employee began working? _____

3. Which form must be filled out before anyone can begin working in the United States? _____

Scenario 2

Maryn Leonard, a single mother of three, has just been hired to work as a medical assistant at the Downtown Clinic. She has completed all required documents for employment and has started working. Her first pay check seems to be lower than what she expected and she wants to know why.

Critical Thinking Questions

1. Why might her pay be lower? _____

2. How many deductions can she claim? _____

3. Which form must be corrected in order to raise her net pay? _____

UNIT APPLICATION

Research Activities

1. Research the Internal Revenue Service Web and a married person site and determine the maximum number of deductions a single person, a married person, a married person without children, a with children can claim. Also, determine the dollar amount allowed for each deduction.
2. Search the Internet and determine what the current minimum wage is for your state, as well as the requirements for paying employees for overtime.

CERTIFICATION AND REGISTRATION PREPARATION

- _____ 1. Which of the following is the Employment Eligibility Verification Form?
a. W-2
b. 1040EV
c. I-9
d. W-4
- _____ 2. The amount of federal tax withheld is based on all of the following except:
a. amount earned
b. marital status
c. days worked
d. number of exceptions
- _____ 3. When a family member or very close friend dies, an employee is usually granted:
a. sick time
b. bereavement time
c. paid time off
d. vacation days
- _____ 4. When an amount equal to the amount earned by the employee is deposited into a savings plan by the employer, this is known as:
a. a 401k
b. an IRA
c. profit sharing
d. a Roth IRA
- _____ 5. Potential employees must present all of the following documentation before beginning work except their:
a. driver's license
b. Social Security card
c. immunization record
d. marriage license
- _____ 6. The amount of pay before deductions is known as the _____ salary.
a. net
b. gross
c. real
d. full