

Applicant's Name: _____

1) List three ways to prevent patient cross exposure/infection control items:

a. _____

b. _____

c. _____

2) What is the ICD-10 code for the following diagnosis?

a. Hypoxemia _____

b. COPD _____

c. Pneumonia, unspecified _____

3) Find the Data Entry mistakes in the following addresses. Note: Brightree does not allow symbols as part of file entry. Explain the entry error.

Jason k Smith

Frank lin Jones

JoHn C. Doe aka "Charlie"

123 Freedom LN

456 3 New Hope Way

1402 South Red Bird St

Apt # 2A

Lot 813

Smithville, TX 76903

Dallas, Tx 75052

Happy Hill, TX 7601

4) Please place the following in order of priority.

You have a call coming in on your direct line from your driver for a door tag. At that same moment, you get a page overhead about a patient with a down Concentrator Oxygen machine is down. You also receive an instant message from a fellow CSR that the VA Hospital is on the phone about a traveling patient that needs to leave 2 days from now. (Brief description is fine. You do not have to rewrite the entire statement on the lines provided.)

1) _____

2) _____

3) _____

List three ways to confirm patient identity to assure that you have reached or are speaking to the appropriate patient or caregiver.
