
CPOA chapter 1 questions and answers

When a patient first walks into the office for an appointment, the paraoptometric should - acknowledge the patient with a courteous greeting

WHICH OF THE FOLLOWING WOULD BE CONSIDERED APPROPRIATE BEHAVIOR IN FRONT OF A PATIENT? - USING SOFT TONES WHILE SPEAKING TO OTHER STAFF

which of the following would NOT be considered an appropriate telephone technique? -

letting the phone ring several times to give the impression that the office is busy

If a phone call is for a staff member who is busy with a patient, the paraoptometric should - ask to take a message

If a patient calls requesting information that will take a few minutes to locate, the Paraoptometric should - ask the patient if he or she would like to hold or ask to call the patient back

a phone message should include all the following EXCEPT - length of the call

a caller who insists on a price estimate over the phone should be - told that the prices are just estimates

the AOA set of principles that include the statement, "To keep the visual welfare of the patient uppermost at all times" is called - code of Ethics

the practice of keeping keep medical records out of view of patients is compliant with - HIPPA

when a patient presents with a complaint, the paraoptometric should - express concern and understanding

when making appointments, the paraoptometric should NOT - rely on memory

if in doubt as to whether a patient requires a emergency appointment, the

paraoptometric should - consult with the doctor

which of the following would NOT be considered an emergency situation requiring immediate attention? - loss of contact lens

If the office is extremely behind schedule, the paraoptometric should - indicate your best estimate time of how long it will be before the patient will be seen

when discussing medical record documentation, EMR stands for - electronic medical record

how often should the paraoptometric check supplies? - once a month

the paraoptometric should maintain how much of a reserve of examination room

supplies? - 1 months worth

extra care must be exercised when ordering drugs and solutions because most of them will - have an expiration date

a purchasing notebook for frames should indicate all of the following EXCEPT - name of the patients who have purchased the frame

cash paid out can be recorded in - a cash disbursement book

when an employee is added to the staff, what form must be filled out - W-4

which of the following info does not need to be included on a payroll check stub? - number of dependents

when reconciling bank statements, the canceled checks should be arranged by - numerical order

Certified Paraoptometric Study Guide Cpoa

Lei Huang



Certified Paraoptometric Study Guide Cpoa:

Self-study Course for Paraoptometric Certification Mary Jameson, 2000 Thorough reference and training manual for the ophthalmic assistant Useful as either a study guide or office manual this text provides basic information on situations commonly encountered in practice This edition features a glossary of relevant ophthalmic terminology Now in paperback with a new low price Comprehensive reference and training manual for the ophthalmic assistant providing basic information on situations common encountered in practice Prepares you for the AOA National Registry Examination for Paraoptometric Assistants *Self-study Course for Paraoptometric Certification* AOA Paraoptometric Section, Rebecca L. Johnson (CPOT.), 2007*

Self Guide to Paraoptometric Certification Mary Jameson, American Optometric Association, 2001

Self-study Course for Paraoptometric Assistants and Technicians , Certified Ophthalmic Assistant Exam Study Guide Emanuel Newmark, Lama Al-Aswad, 2010 Helps in preparation for the JCAHPO COA Exam This title contains hundreds of sample questions and answers covering the main topic areas outlined in the exam

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