Chapter 8-Critical Thinking Questions

Name: Brittany Worcester

1. Joanie is on the phone with Sam, a patient, when Mrs. Smith, a busybody, comes to the window to sign in for her physician's appointment. Joanie continues the conversation with Sam, who has been diagnosed as HIV positive. Mrs. Smith is the next-door neighbor to Sam and recognizes who is being discussed. When she leaves the office, Mrs. Smith tells the neighbors that Sam has AIDS and they should be very careful. What did Joanie do that was unethical and in violation of HIPAA regulations?

2. Joanie should not of been saying a patients name or identifying factors when there is someone standing within hearing distance. She should have asked to place Sam on hold for a moment or been in a place where no one would be able to hear the phone conversation.

3. While you are working as a medical assistant, two phone calls come in at the same time: one for an appointment, which you answer first, and one from a mother who says her child might have swallowed rat poison. How would you handle these calls to be sure the patients get the attention they need?

4. I would ask for the patient calling about the appointment if I could put them on hold for just a moment and then answer the call about the child swallowing rat poison. A child swallowing rat poison seems like it would be the more important one to take first.

3. Mrs. Olsen calls complaining about the care that she has received and the fact that you, the medical assistant, will not give her the results of her laboratory tests or tell her what the physician thinks is wrong with her. How do you handle this call, and why is it important for the physician to know about the complaint?

I would ask if she would like to set up an appointment with the provider to discuss the results. I would also apologize for any inconvenience she is having about her care. I would then talk to the provider and let the provider know what is going on. If Mrs. Olsen did not want an appointment I would offer for the provider to call her back with the results.