

Test Questions

Name: _____ Policy #: _____

CHOOSE THE CORRECT ANSWER

Record Keeping (Chapter I)

1. It is the responsibility of the Dentist to ensure that dental records are prepared and maintained. True _____ False _____
2. A primary reason a complete history should be obtained is because factors unknown to the Dentist may influence his therapeutic plan. True _____ False _____
3. The personal and family history that the Dentist obtains from the patient need not be documented in the chart. True _____ False _____
4. Information regarding allergies and cross allergies should be easily accessible to the dentist. True _____ False _____
5. Recording the chief complaint is a basic requirement of adequate record keeping. True _____ False _____
6. The chief complaint and the history of present illness may be the keystone piece of information required to arrive at a diagnosis and to prescribe appropriate therapy. True _____ False _____
7. From a risk management perspective, if a dentist fails to document negative findings, it can be concluded that all systems were examined and the results were normal. True _____ False _____
8. A complete history and physical examination properly recorded, will be invaluable to the Dentist at follow up encounters as well as to any others who may be involved in subsequent care of the patient. True _____ False _____

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9. It is important that the dentist's note includes a diagnosis or dental impression relative to the patient's complaint and the dentist's findings. True _____ False _____
10. It is never necessary to sign an entry in an office dental Record. True _____ False _____
11. If a dentist recommends a test for a patient, it is important for him/her to document that recommendation in the patient's dental record. True _____ False _____
12. When prescribing medication, it is sufficient for the dentist to limit documentation to the name of the drug. True _____ False _____
13. If a telephone call is not documented, it is easy for a dispute to arise concerning the information given to the patient. True _____ False _____
14. It is important to document a patient's non-compliance, as many non-compliant patients may blame the dentist for a untoward outcome. True _____ False _____
15. When a patient chooses to delay treatment, it is necessary to document the reason for delay in the dental record. True _____ False _____
16. Forms to be completed by patients should be specifically designed for them, in language that the patient can understand. True _____ False _____
17. It is important for the dentist to be aware of clinical information supplied by the patient on a patient completed form. True _____ False _____
18. If a dentist is using a form tailored to his particular practice, he is more likely to complete the form in its entirety. True _____ False _____
19. The use of telephone message forms is one method of keeping track of important telephone communications. True _____ False _____

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20. When there are therapeutic alternatives, notes discussing the possibilities will help the dentist show his/her reasoning in arriving at a treatment plan decision. True _____ False _____
21. Dental record entries made long after the patient care encounter are less credible than those made at the time the care and treatment is provided. True _____ False _____
22. If important clinical factors relating to post-op progress, response to therapy, etc. are not documented, dentists may not be able to recall them and they may be lost forever. True _____ False _____
23. Dictation and transcription of dental records can help avoid the problem of illegible entries. True _____ False _____
24. Limiting documentation to non-specific notes such as "All ok" or "Patient doing well" is acceptable. True _____ False _____
25. Dental record entries should be written in an objective manner. True _____ False _____
26. At a subsequent visit, it is acceptable for a dentist not to follow up on a serious problem identified at the previous visit. True _____ False _____
27. The practice of rewriting records, whether they be portions of the records, or entire charts, is one that may result in charges of alteration. True _____ False _____
28. It is appropriate for a dentist to delete errors in the dental records with correction fluid. True _____ False _____
29. If a plaintiff's attorney can demonstrate that a dentist had altered his records, the defense of the claim will be severely handicapped. True _____ False _____
30. Both active and inactive dental records should be stored in a secure place in easily retrievable fashion. True _____ False _____

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Informed Consent (Chapter II)

1. Under New York law, a dentist has a duty to obtain a patient's informed consent before performing a non-emergency treatment, procedure or surgery, or a diagnostic procedure which involves invasion or disruption of the integrity of the body. True _____ False _____
2. Prior to a procedure, the patient must be presented with a clear description (in non-technical language) of the proposed therapeutic intervention and alternatives. True _____ False _____
3. To help convince the patient to have the procedure, a dentist should provide the patient with a guarantee of outcome. True _____ False _____
4. A patient should be given an opportunity to ask questions concerning the proposed procedure. True _____ False _____
5. The dentist should maintain a record of his/her discussion with the patient which summarizes the information provided to the patient. True _____ False _____
6. When a patient refuses a procedure or treatment, the dentist should document a note concerning his/her discussion with the patient. True _____ False _____
7. When a patient refuses a procedure, it is not necessary to document the patient's reason for refusal of the proposed therapeutic plan. True _____ False _____
8. In order to properly maintain the patient's consent, in some instances, it is necessary to utilize interpreters to communicate with the patient. True _____ False _____
9. New York State law provides certain exceptions to the informed consent rule. True _____ False _____
10. Part of a dentist's responsibility after discussing a procedure with a patient is to test the patient's comprehension and understanding of the proposed procedure. True _____ False _____

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11. A consent form should be understandable to the patient. True _____ False _____
12. Having a patient sign a consent form does not meet the legal requirement for obtaining informed consent. True _____ False _____

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Legal Environment (Chapter III)

1. One of the best ways to avoid a law suit is to evade the process server. True _____ False _____
2. If you are served with a Summons and Complaint, you should immediately contact your professional liability carrier. True _____ False _____
3. Since the trial is the most important part of any law suit, it is not necessary to prepare for a deposition. True _____ False _____
4. The dentist has no legal duty to continue treatment for a patient who has an outstanding bill. True _____ False _____
5. Discontinuing treatment of an acutely ill or injured patient may be deemed abandonment. True _____ False _____
6. It is usually necessary for a patient/plaintiff to have an expert witness in order to pursue a malpractice claim. True _____ False _____

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Communication (Chapter IV)

- 1. Many law suits are a result of ineffective communication between the patient and the provider. True _____ False _____
- 2. In order to facilitate communication with a patient, a dentist should avoid interruptions during discussions with a patient. True _____ False _____
- 3. It is important for a dentist to have a chart available to review when returning a patient's phone call. True _____ False _____
- 4. Diagnoses and treatment of a patient without the benefit of seeing and examining the patient personally does not carry increased risks. True _____ False _____
- 5. The dentist must always bear in mind that (s)he is liable for all dental advice disseminated from the practice, regardless of who gives that advice. True _____ False _____
- 6. It is necessary to record the information and instruction given to patients over the phone. True _____ False _____
- 7. Effective communication between health care providers is essential when one provider covers for another, when a consultation is requested and when multiple providers are involved in the patient's care. True _____ False _____
- 8. When a dentist refers a patient to a consultant, a comprehensive note including the reasons for the referral should be recorded in the patient's chart. True _____ False _____
- 9. The referring dentist should provide the consultant with a summary of the pertinent information concerning the patient's history and the indications of the referral. True _____ False _____
- 10. If a dentist provides an oral or telephone report, it is not necessary to follow that with a written report. True _____ False _____
- 11. It is not necessary for the referring dentist and/or his/her staff to monitor for the timely receipt of the consultant's report. True _____ False _____

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Office Procedures: Administrative Systems (Chapter V)

1. It is important to ensure that the results of all ordered tests are received. True _____ False _____
2. There should be documented professional review for all incoming clinical information. True _____ False _____
3. It is acceptable for clerical staff to file normal reports In the patient's chart without the benefit of professional review of the information. True _____ False _____
4. When an abnormal test result is received, the dentist should ensure that the patient is contacted and advised of the result. True _____ False _____
5. When the patient is contacted about an abnormal test result, an entry should be made in the dental record documenting the information and instructions given to the patient. True _____ False _____
6. When a referral is necessary, the dentist should advise the patient of the time frame within which that consultation should be completed. True _____ False _____
7. The referring provider should rely on the patient to communicate all pertinent information concerning their history to the consultant. True _____ False _____
8. If a patient is considered competent, a dentist is not Responsible. True _____ False _____
9. When a patient misses an appointment, it is necessary to document this fact in the patient's dental record. True _____ False _____
10. It is necessary to be aware of patients who miss follow up appointments. True _____ False _____
11. In some instances, it is necessary to send a certified letter to a non-compliant patient who requires follow up care. True _____ False _____
12. It is not necessary to get the dentist's approval before the staff refers delinquent bills to a collection agency. True _____ False _____

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Office Procedures: Tests/Surgery (Chapter VI)

1. When a dentist performs a procedure in his/her office, it is not necessary to meet the standard of care in the community for that procedure. True _____ False _____
2. The dentist must ensure that staff who assist or independently perform procedures, is properly trained and credentialed. True _____ False _____
3. Dentists must ensure that they are prepared for any foreseeable emergency that may arise during, or as a result of, an office procedure/diagnostic evaluation. True _____ False _____
4. Emergency equipment should be reviewed and inspected on an on-going basis to ensure that it is complete and in good working order. True _____ False _____
5. It is not necessary to obtain the patient's consent when an invasive procedure is performed in the office. True _____ False _____
6. Documentation of office procedures should be limited to the name of the procedure performed. True _____ False _____
7. A dentist who performs laboratory testing in the office must ensure that the equipment is calibrated and maintained according to the manufacturer's guidelines. True _____ False _____
8. In-house test results must be permanently incorporated into the dental record. True _____ False _____
9. Once information has been transcribed into the patient's dental chart, original laboratory reports need not be filed in the chart. True _____ False _____
10. Dentists who perform radiologic evaluations in their office ensure that only appropriately trained and credentialed individuals perform x-rays and tests. True _____ False _____
11. Under ordinary circumstances, original x-rays should not be released to patients. True _____ False _____

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12. If an x-ray is normal, it is not necessary to include an interpretation of the study in the patient's dental record. True_____False_____
13. Trimming the reports is not a good idea, since it can remove vital information, such as the name of the lab, the date, etc. True_____False_____

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Coverage Issues (Chapter VII)

1. It is the responsibility of the dentist to ensure that their answering service is able to contact him/her in the event of an emergency. True _____ False _____
2. Answering service personnel can make independent assessments of whether patients are indeed experiencing emergencies. True _____ False _____
3. When a dentist arranges for a colleague to cover his/her practice, it is necessary for the covering dentist to be able to provide his/her patients with a comparable level of care. True _____ False _____
4. The covering dentist must provide to the dentist for whom he covered, a report of significant occurrences during the period which the practice was covered. True _____ False _____
5. When you are covering for another dentist, it is not necessary to create a record of the care you provide to that dentist's patients. True _____ False _____
6. The covering dentist should be advised of patients who may require care during the primary dentist's absence. True _____ False _____

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Managed Care Issues (Chapter VII)

1. The dentist should carefully review any managed care contract prior to enrollment as a panel provider. True _____ False _____
2. The dentist's responsibility to the patient ceases when The managed care organization denies coverage of a proposed procedure/test. True _____ False _____
3. It is important that the dentist follows the appeal procedure as set forth by the managed care organization. True _____ False _____
4. It is important to document contact with the managed care organization that relates to obtaining approval for a patient's care. True _____ False _____
5. In order to comply with the managed care organization's guidelines, it is acceptable for the dentist to document physical exam findings that may have not been obtained for that particular visit. True _____ False _____

Post-Test Mailing Instructions:

PLEASE RETURN " TEST PAGES 72 to 83" ONLY TO:

**PRI
Dental Risk Management Department
1800 Northern Boulevard
P.O. Box 9007
Roslyn, NY 11576
or
Via Fax: (516) 869-6421**