What is the primary role of a Patient Relation Associate?

A) Conducting surgeries

B) Managing patient appointments and inquiries

C) Performing diagnostic tests

D) Administering medications

Answer: B

Which skill is most important for a Patient Relation Associate?

A) Financial accounting

B) Effective communication

C) Medical research

D) Surgical expertise

Answer: B

How should a Patient Relation Associate handle a patient complaint?

A) Ignore the complaint

B) Forward it to a senior staff member

C) Respond with anger

D) Document the complaint and address it professionally

Answer: D

What information is typically collected during patient registration?

A) Patient's medical history

B) Patient's favorite food

C) Doctor's home address

D) Hospital budget

Answer: A

Why is confidentiality important in patient relations?

A) To protect the hospital's reputation

B) To ensure patient trust and privacy

C) To increase hospital profits

D) To avoid legal issues

Answer: B

Which of the following should a Patient Relation Associate do if they do not know the answer to a patient's question?

A) Make up an answer

B) Admit they don't know and find someone who does

C) Ignore the question

D) Guess and hope for the best

Answer: B

In the case of an emergency, what is the first action a Patient Relation Associate should take?

A) Call for medical help immediately

B) Fill out paperwork

C) Ignore the situation

D) Conduct a patient survey

Answer: A

What is the main goal of maintaining accurate patient records?

A) To impress visitors

B) To ensure proper patient care and treatment

C) To compete with other hospitals

D) To increase administrative workload

Answer: B

How should a Patient Relation Associate greet a new patient?

A) With a frown

B) By ignoring them

C) With a warm and friendly smile

D) By immediately asking for payment

Answer: C

Which tool is commonly used by a Patient Relation Associate to schedule appointments?

A) Surgical instruments

B) Appointment book or scheduling software

C) Stethoscope

D) X-ray machine

Answer: B

What should a Patient Relation Associate do if a patient is upset?

A) Ignore the patient

B) Respond calmly and try to understand the patient's concerns

C) Argue with the patient

D) Tell the patient to leave

Answer: B

Why is it important to verify a patient's identity during registration?

A) To ensure the correct treatment is given

B) To win awards

C) To increase hospital revenue

D) To reduce paperwork

Answer: A

Which of the following is NOT a duty of a Patient Relation Associate?

A) Scheduling appointments

B) Providing patient information

C) Administering anesthesia

D) Managing patient complaints

Answer: C

When should a Patient Relation Associate update a patient's records?

A) Only when the patient requests

B) Whenever there are changes or new information

C) Every year

D) Never

Answer: B

What is the best way for a Patient Relation Associate to ensure clear communication with a patient?

A) Using medical jargon

B) Speaking loudly and slowly

C) Using simple and clear language

D) Ignoring the patient's questions

Answer: C