

## 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:**

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