

Receptionist Vocabulary

Chapter 1

1. **competencies** – mastery of the knowledge, skills, & behaviors that are expected of the entry-level medical assistant
2. **critical thinking** – the constant practice of considering all aspects of a situation when deciding what to believe or what to do.
3. **empathy** – Sensitivity to the individual needs & reactions of patients.
4. **learning style** – The way an individual perceives & processes information to learn new material
5. **mnemonic** – a learning style (e.g., an image, a rhyme, or a figure of speech) that a person uses to help him or her remember information.
6. **perceiving** – how an individual looks at information & sees it as real
7. **processing** - how an individual internalizes new information & makes it his or her own.
8. **reflection** - the process of thinking about new information so as to create new ways of learning¹ & a therapeutic communication technique in which a person responds with a feeling term that indicates how the individual feels about a problem. For example, “You sound angry about being scheduled for this diagnostic test.”²
9. **stressor** – an event, activity, condition, or other stimulus that causes stress.

Chapter 2

1. **accreditation** – the process by which an organization is recognized for adherence to a group of standards that meet or exceed the expectations of the accrediting agency
2. **allopathic** – a system of medical practice that treats disease by the use of remedies, such as medication & surgery, to produce effects different from those caused by the disease under treatment; medical doctors (MDs) & osteopaths (DOs) practice allopathic medicine; also called conventional medicine.
3. **complementary & alternative medicine (CAM)** – a group of diverse medical & healthcare systems, practices, & products that are not generally considered part of conventional medicine. Complementary medicine is used in combination with conventional medicine (allopathic or osteopathic); alternative medicine is used instead of conventional medicine.
4. **contamination** – the process by which something becomes harmful or unusable through contact with something unclean
5. **holistic** – a form of healing that considers the whole person (i.e., body, mind, spirit, & emotions) in individual treatment plans.³ & it is considering the patient as a whole including the physical, emotional, social, economic, & spiritual needs of the person⁴
6. **hospice** – a concept of care that involves health professionals & volunteers who provide medical, psychological, & spiritual support to terminally ill patients & their loved ones.
7. **indicator** – an important point or group of statistical values that, when evaluated, indicates the quality of care provided in a healthcare facility.
8. **negligence** – conduct that falls below the standards of behavior established by law; a negligent act is one that does not meet the standards of what is expected of a reasonably

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prudent person acting under similar circumstances.⁵ & conduct expected of a reasonably prudent person acting under similar circumstances; it falls below the standards of behavior established by law for the protection of others against unreasonable risk of harm⁶

9. **subluxations** – slight misalignments of the vertebrae or a partial dislocation
10. **triage** – the process of sorting patients to determine medical need & the priority of care⁷ & the process of assigning degrees of urgency to patients' conditions⁸

Chapter 3

1. **characteristics** – distinguishing traits, qualities, or properties
2. **demeanor** – behavior toward others; outward manner
3. **detrimental** – obviously harmful or damaging
4. **disseminate** – to disburse; to spread around
5. **reflection** - the process of thinking about new information so as to create new ways of learning⁹ & a therapeutic communication technique in which a person responds with a feeling term that indicates how the individual feels about a problem. For example, “You sound angry about being scheduled for this diagnostic test.”¹⁰

Chapter 4

1. **congruence** – being in agreement, harmony, or correspondence; conforming to the circumstances or requirements of a situation¹¹ & an agreement; the state that occurs when the verbal expression of the message matches the sender's nonverbal body language¹²
2. **stereotype** – something conforming to a fixed or general pattern; a standardized mental picture that is held in common by many & represents an oversimplified opinion, prejudiced attitude, or uncritical judgment.

Chapter 5

1. **abandonment** – the withdrawal of protection or support; in medicine, to discontinue medical care without proper notice after accepting a patient
2. **act** – the formal action of a legislative body; a decision or determination of a sovereign state, a legislative council, or a court of justice
3. **arbitration** – a type of alternative dispute resolution that provides parties to a controversy with a choice other than going to court for resolution of a problem. Arbitration is either court ordered to resolve a conflict, or the two sides select an impartial third party, known as an arbitrator, & agree in advance to comply with the arbitrator's award. The arbitrator's decision is usually final.

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4. **assault** – an intentional attempt to cause bodily harm to another; a threat to cause harm is an assault if it is combined with a physical action (e.g., a raised fist) so that the victim could reasonably assume there would be an assault.
5. **battery** – an intentional act of contact with another that causes harm or offends the individual being touched or injured.
6. **contributory negligence** – a law that recognizes there may be some instance in which the individual contributes to the injury or condition; the injury or condition is partly due to the individual's own unreasonable action.
7. **damages** – money awarded by a court to an individual who has been injured through the wrongful conduct of another party. Damages attempt to measure in financial terms the extent of harm the victim has suffered. Harm may be an actual physical injury by can also be damage to property or the individual's reputation
8. **defendant** – a person required to answer in a legal action or suit; in criminal cases, the person accused of a crime.
9. **due process** – a fundamental constitutional guarantee that all legal proceedings will be fair; that one will be given notice of the proceedings & an opportunity to be heard before the government acts to take away life, liberty, or property; a constitutional guarantee that a law will not be unreasonable or arbitrary.
10. **emancipated minor** – a person under the age of majority (usually 18) who has been legally separated from his or her parents by the courts. The person is responsible for his or her own care.
11. **Expert witnesses** – people who provide testimony to a court as experts in certain fields or subjects to verify facts presented by one or both sides in a lawsuit. They typically are compensated & used to refute or disprove the claims of one party.
12. **guardian ad litem** – an individual who is assigned by the court to be legally responsible for protecting the well-being & interests of a ward, typically a minor or a person who has been declared legally incompetent.
13. **healthcare clearinghouses** – businesses that receive healthcare transactions from healthcare providers, translate the data from a given format into one acceptable to the intended payer, & forward the processed transaction to designated payers. They included billing services, community health information system, & private network providers or “value-added” networks that facilitate electronic data interchanges.
14. **implied contract** – a contract that lacks a written record or verbal agreement but is assumed to exist. For example, if a patient is being seen in a physician's office for the first time, it is assumed that the patient will provide a comprehensive & accurate health history & that the provider will diagnose & treat the patient in good faith to the best of his or her ability.
15. **incompetent** – refers to a person who is not able to manage his or her affairs because of mental deficiency low IQ, deterioration, illness, or psychosis or sometimes physical disability. The individual cannot comprehend the complexities of a situation & therefore cannot provide informed consent.
16. **informed consent** – voluntary agreement, usually written, for treatment after being informed of its purpose, methods, procedures, benefits, & risks. The patient must understand the details of the procedure & give his or her consent without duress or undue influence, & the patient must have the right to refuse treatment or voluntarily withdraw from treatment at any time.
17. **law** – a binding custom or practice of a community; a rule or conduct or action prescribed or formally recognized as binding or enforceable by a controlling authority.

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18. **liable** – obligated according to law or equity; responsible for an act or a circumstance.
19. **libel** – a written remark that injures another’s reputation or character
20. **litigious** – prone to engage in lawsuits
21. **malpractice** – a type of negligence in which a licensed professional fails to provide the standard of care, causing harm to a person.
22. **negligence** – conduct that falls below the standards of behavior established by law; a negligent act is one that does not meet the standards of what is expected of a reasonably prudent person acting under similar circumstances.¹³ & conduct expected of a reasonably prudent person acting under similar circumstances; it falls below the standards of behavior established by law for the protection of others against unreasonable risk of harm¹⁴
23. **ordinance** – an authoritative decree or direction; a law set forth by a governmental authority, specifically, municipal regulation.
24. **perjured testimony** – the voluntary violation of an oath or vow, either by swearing to what is untrue or by omission to do what has been promised under oath; false testimony.
25. **plaintiff** – the person or group bringing a case or legal action to court.¹⁵ & the party filing a complaint¹⁶
26. **precedent** – a person or thing that serves as a model; something done or said that may serve as an example or rule to authorize or justify a subsequent act of the same kind.
27. **prudent** – marked by wisdom or judiciousness; shrewd in the management of practical affairs
28. **relevant** – having significant & demonstrable bearing on the matter at hand
29. **slander** – an oral defamation or insult; a harmful, false statement made about another person
30. **subpoena duces tecum** – a subpoena for the production of records or documents that pertain to a case as evidence.¹⁷ & a court order to produce documents or records¹⁸
31. **verdict** – the finding or decision of a jury on a matter submitted to it in trial.

Chapter 6

1. **advocate** – a person who pleads that cause of another; one who defends or maintains a cause or proposal
2. **procurement** – the act of getting possession of, obtaining, or acquiring; in medicine, this term relates to obtaining organs for transplant.
3. **public domain** – a classification of information that indicates the information is open for public review; information or technology that is not protected by a patent or copyright & is available to the public for use without charge.
4. **ramifications** – consequences produced by a cause or following from a set of conditions
5. **reparations** – acts of atonement for a wrong or injury
6. **sociologic** – oriented or directed toward social needs & problems
7. **upcoding** – a fraudulent practice, in which provider services are billed for higher procedural codes than were actually performed, which results in a higher payment.

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8. **veracity** – a devotion to or conformity with the truth

Chapter 7

1. **audit trial** – a record of computer activity used to monitor users' actions within software, including additions, deletions, & viewing of electronic records.
2. **back up** – the process of copying & achieving computer data so that the duplicate files can be used to restore the original data if a compromise occurs
3. **computer network** – a system that links personal computers & peripheral devices to share information & resources
4. **computer on wheels (COW)** – wireless mobile workstation; also called workstation on wheels (WOW)
5. **data serve** – computer hardware & software that perform data analysis, storage, & archiving; also called a database server
6. **decryption** – the computer process of changing encrypted text to readable or plain text after a user enters a secret key or password
7. **dumb terminal** – a personal computer that doesn't contain a hard drive & allows the user only limited functions, including access to software, the network, &/or the Internet
8. **electronic health record (EHR)** – an electronic record of health-related information about a patient that conforms to nationally recognized interoperability standards & that can be created, managed, & consulted by authorized clinicians & staff members from more than one healthcare organization¹⁹ & an electronic record of health-related information about a patient that conforms to nationally recognized interoperability standards & that can be created, managed, & consulted by authorized clinicians & staff from more than one healthcare organization²⁰
9. **electronic medical record (EMR)** – an electronic record of health-related information about an individual that can be created, gathered, managed, & consulted by authorized clinicians & staff members within a single healthcare organization. An EMR is an electronic version of a paper record.²¹ & an electronic record of health-related information about an individual that can be created, gathered, managed, & consulted by authorized clinicians & staff within a single healthcare organization²²
10. **e-prescribing** – the use of electronic software to communicate with pharmacies & send prescribing information. It takes the place of writing a prescription by hand & giving it to a patient; most new or refill prescriptions can be submitted electronically, cutting down on fraud & errors.²³ & it is the ability of the provider to electronically send a prescription directly to the pharmacy²⁴ & it is the use of electronic software to communicate with pharmacies & send prescribing information, taking the place of writing a prescription by hand & physically giving it to a patient; most new or refill prescriptions can be submitted electronically, cutting down on fraud & errors.²⁵

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11. **Ethernet** – a communication system for connecting several computers so information can be shared.
12. **firewall** – a program or hardware that acts as a filter between the network & the Internet.
13. **magnetism** – the attraction of materials to magnets; strong magnets can damage magnetic storage devices, such as hard drives.
14. **Meaningful use requirements** – requirements established by the Centers for Medicare & Medicaid Services (CMS) as part of the Electronic Health Records (EHR) Incentives Program. The program provides financial incentives for healthcare organizations that “meaningful used” their certified EHR technology. The requirements include implementing security measure to ensure the privacy of patients’ EHRs.
15. **media** – a type of communication (e.g., social media sites); with computers, the term refers to data storage devices.
16. **modem** – peripheral computer hardware that connects to the router to provide Internet access to the network or computer
17. **operating system** – software that acts as the computer’s administrator by managing, integrating, & controlling application software & hardware.
18. **output device** – computer hardware that displays the processed data from the computer (e.g., monitors & printers)
19. **point of care** – something designed to be used at or near where the patient is seen; point-of-care tools & apps are resources for the provider to use when working directly with the patient.
20. **portrait orientation** – the most common layout for a printed pages the height of the paper is greater than its width
21. **practice management software** – computer programs used to run business operations, including scheduling, billing, & accounting tasks²⁶ & a type of software that allows the user to enter demographic information, schedule appointments, maintain lists of insurance payers, perform billing tasks, & generate reports²⁷
22. **privacy filters** – devices attached to the monitor that allow visualization of the screen; also called monitor filters or privacy screens
23. **secondary storage devices** – media (e.g., jump drive, hard drive) capable of permanently storing data until it is replaced or deleted by the user
24. **security risk analysis** – identification of potential threats of computer network breaches, for which action plans are devised
25. **software** – a set of electronic instructions to operate & perform different computer tasks
26. **stylus** – a pen-shaped device with a variety of tips that is used on touch screens to write, draw, or input commands
27. **USB port** – the most common type of connector device that allows hardware to be plugged into the computer
28. **Zip** – software that compresses a file or folder, making it smaller

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1. **answering service** – a commercial service that answers telephone calls for its clients²⁸ & a business that receives & answers telephone calls for the healthcare facility when it is closed²⁹
2. **automatic call routing** – a system that distributes incoming calls to a specific group or person based on customer need; for example, the customer presses 1 for appointments, 2 for billing questions, & so on.³⁰ A software system that answers phones automatically & routes calls to staff after the caller responds to prompts; also used to call a large number of patients to remind them of appointments or make announcements³¹
3. **call forwarding** – a telephone feature that allows calls made to one number to be forwarded to another specified number
4. **caller ID** – a feature that identifies & displays the telephone numbers of incoming calls made to a particular line
5. **conference call** – a telephone call in which a caller can speak with several people at the same time
6. **emergency** – an unexpected, life-threatening situation that requires immediate action
7. **enunciation** – the use of articulate, clear sounds when speaking
8. **headset** – a set of headphones with a microphone attached, used especially in telephone communication
9. **intercom** – a two-way communication system with a microphone & loudspeaker at each station; often a feature of business telephones³² & a two-way communication system with a microphone & loudspeaker at each station for localized use³³
10. **jargon** – the technical terminology or characteristic idioms of a particular group or special activity, as opposed to common, everyday terms
11. **monotone** – a succession of syllables, words, or sentences spoken in an unvaried key or pitch
12. **multiple-line telephone system** – a business telephone system that allows for more than one telephone line.
13. **participating provider** – a physician or other healthcare provider who enters into a contract with a specific insurance company or program & by doing so agrees to abide by certain rules & regulations set forth by that particular third-party payer
14. **pitch** – the depth of a tone or sound; a distinctive quality of sound
15. **provider** – an individual or company that provides medical care & services to a patient or the public
16. **screen** – something that shields, protects, or hides; to select or eliminate through a screening process
17. **speakerphone** – a telephone with a loudspeaker & a microphone; it can be used without having to pick up & hold the handset
18. **speed dialing** – a telephone function in which a selected stored number can be dialed by pressing only one key
19. **STAT** – the medical abbreviation for the Latin term statum, meaning immediately; at this moment

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20. **tactful** – the quality of having a keen sense of what to do or say to maintain good relations with others or to prevent offense
21. **triage** – the process of sorting patients to determine medical need & the priority of care³⁴ & the process of assigning degrees of urgency to patients' conditions³⁵
22. **urgent** – an acute situation that requires immediate attention but is not life-threatening
23. **voice mail** – an electronic system that allows messages from telephone callers to be recorded & stored

Chapter 9

1. **amenity** – something conducive to comfort, convenience, or enjoyment
2. **automatic call routing** – a system that distributes incoming calls to a specific group or person based on customer need; for example, the customer presses 1 for appointments, 2 for billing questions, & so on.³⁶ A software system that answers phones automatically & routes calls to staff after the caller responds to prompts; also used to call a large number of patients to remind them of appointments or make announcements³⁷
3. **demographics** – statistical data of a population. In healthcare this includes patient name, address, date of birth, employment, & other details
4. **disruption** – an unexpected event that throws a plan into disorder; an interruption that prevents a system or process from continuing as usual or as expected
5. **established patients** – patients who are returning to the office who have previously been seen by the provider.
6. **expediency** – a means of achieving a particular end; as in a situation requiring haste or caution
7. **follow-up appointment** – an appointment type used when a patient needs to see the provider after a condition should have been resolved or to monitor an ongoing condition, such as hypertension. Also known as a recheck appointment
8. **harmonious** – marked by accord in sentiment or action; having the parts agreeably related
9. **incidental disclosure** – a secondary use or disclosure that cannot reasonably be prevented, is limited in nature, & occurs because of another use or disclosure that is permitted
10. **intercom** – a two-way communication system with a microphone & loudspeaker at each station; often a feature of business telephones³⁸ & a two-way communication system with a microphone & loudspeaker at each station for localized use³⁹
11. **integral** – essential; being an indispensable part of a whole
12. **interaction** – a two-way communication; mutual or reciprocal action or influence
13. **interval** – space of time between events
14. **matrix** – something in which a thing originates, develops, takes shape, or is contained; a base on which to build
15. **no-show** – when a patient fails to keep an appointment without giving advance notice

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16. **Notice of Privacy Practices (NPP)** – a written document describing the healthcare facility’s privacy practices. The patient must be provided with the NPP & sign an acknowledgment of receipt
17. **perception** – a quick, acute, & intuitive cognition; a capacity for comprehension
18. **phonetic** – constituting an alteration of ordinary spelling that better represents the spoken language, uses only characters of the regular alphabet, & is used in a context of conventional spelling.
19. **practice management software** – computer programs used to run business operations, including scheduling, billing, & accounting tasks⁴⁰ & a type of software that allows the user to enter demographic information, schedule appointments, maintain lists of insurance payers, perform billing tasks, & generate reports⁴¹
20. **preauthorization** – a process required by some insurance carriers in which the provider obtains permission to perform certain procedures or services or refers a patient to a specialist
21. **precertification** – a process required by some insurance carriers in performing a procedure
22. **prerequisite** – something that is necessary to an end or to carry out a function
23. **proficiency** – competency as a result of training or practice
24. **progress notes** – notes used in the medical record to track the patient’s progress & condition
25. **recheck appointment** – an appointment type used when a patient needs to see the provider after a condition should have been resolved or to monitor an ongoing condition should have been resolved or to monitor an ongoing condition, such as hypertension. Also known as follow-up appointment
26. **screening** – a system for examining & separating into different groups; in the medical office, it means determining the severity of illness that patients experience & prioritizing appointments based on that severity
27. **sequentially** – of, relating to, or arranged in a sequence.

Chapter 10

1. **accounts payable** – money owed by a company to other companies for services & goods; pertains to paying the bills of the facility
2. **answering service** – a commercial service that answers telephone calls for its clients⁴² & a business that receives & answers telephone calls for the healthcare facility when it is closed⁴³
3. **authorized agent** – a person who has written documentation that he or she can accept a shipment for another individual
4. **backordered** – an order placed for an item that is temporarily out of stock & will be sent at a later time.
5. **billable service** – assistance (i.e., service) that is provided by a healthcare provider that can be billed to the insurance company &/or patient
6. **bonded** – when an employer obtain a fidelity bond from an insurance company, which will cover losses from employee dishonest acts (e.g., embezzlement, theft)
7. **buying cycle** – refers to how often an item is purchased; depends on frequency of the use of the item & storage space available for the item

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8. **continuing medical education (CME)** – activities (e.g., conferences, seminars) that promote further education for physicians & providers
9. **crash cart** – emergency medications & equipment (e.g., oxygen, intravenous [IV], & airway supplies) stored in a cart, ready for an emergency
10. **depreciate** – to diminish in value (of an item) over a period of time; concept used for tax purposes.
11. **discrepancies** – a lack of similarity between what is stated & what is found; for instance, when what is stated on the packing slip is different than what is found in the box
12. **disinfected** – the state of having destroyed or rendered pathogenic organisms inactive; does not include spores, tuberculosis bacilli, & certain viruses.
13. **e-prescribing** – the use of electronic software to communicate with pharmacies & send prescribing information. It takes the place of writing a prescription by hand & giving it to a patient; most new or refill prescriptions can be submitted electronically, cutting down on fraud & errors.⁴⁴ & it is the ability of the provider to electronically send a prescription directly to the pharmacy⁴⁵ & it is the use of electronic software to communicate with pharmacies & send prescribing information, taking the place of writing a prescription by hand & physically giving it to a patient; most new or refill prescriptions can be submitted electronically, cutting down on fraud & errors.⁴⁶
14. **girth** – the measurement around something when referring to mail, it is the measurement around the middle of the package that is being shipped
15. **inventory** – the stored medical & administrative supplies that are used in the medical office. It is also the process of counting the supplies in stock.
16. **invoices** – billing statements that list the amount owed for goods or services purchased⁴⁷ & it is a list of products or services provided to the healthcare facility for payment⁴⁸
17. **packing slip** – a document that accompanies purchased merchandise & shows what is in the box or package
18. **purchase order number** – unique number assigned by the ordering facility that allows the facility to track or reference the order. Many vendors will add this number to the order documents (e.g., packing slip & statement)
19. **quality control** – manufactured samples with known values used to see if a test method is reliable by consistently producing accurate & precise results⁴⁹ & an aggregate of activities designed to ensure adequate quality, especially in manufactured products or in the service industries⁵⁰
20. **quantity to reorder** – the amount of supplies that need to be ordered
21. **restock** – process of replacing the supplies that were used
22. **sanitized** – the state of having cleaned equipment & instruments with detergent & water, removing debris & reducing the number of microorganisms
23. **sterilized** – the state of having removed all microorganisms

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24. **termination letters** – documents sent to patients explaining that the provider is ending the physician-patient relationship & the patients need to see other providers
25. **vendor** – a company that sells supplies, equipment, or services to another company or individual
26. **white noise** – the sound from a television or stereo that muffle or mute the conversation of others, thus helping to protect the confidentiality of patients.
27. **zone** – a region or geographic area used for shipping

Chapter 11

1. **age of majority** – the age at which a person is recognized by law to be an adult; can vary by state
2. **alleviate** – to partly remove or correct; to relieve or lessen
3. **alphabetic filing** any system that arranges names or topics according to the sequence of the letters in the alphabet
4. **alphanumeric** – of or relating to systems made up of combinations of letters & numbers
5. **augment** – to increase in size or amount; to add to in order to improve or complete
6. **caption** – a heading, title, or subtitle under which records are filed
7. **computerized provider/physician order entry (CPOE)** – the process of entering medication orders or other provider instructions into the electronic health record (EHR)
8. **continuity of care**– continuation of care smoothly from one provider to another, so that the patient receives the most benefit & no interruption in care
9. **culpability** – meriting condemnation, responsibility, or blame, especially as wrong or harmful
10. **dictation** – the act or manner of uttering words to be transcribed
11. **direct filing system** – a filing system in which materials can be located without consulting an additional source of reference
12. **e-prescribing** – the use of electronic software to communicate with pharmacies & send prescribing information. It takes the place of writing a prescription by hand & giving it to a patient; most new or refill prescriptions can be submitted electronically, cutting down on fraud & errors.⁵¹ & it is the use of electronic software to communicate with pharmacies & send prescribing information, taking the place of writing a prescription by hand & physically giving it to a patient; most new or refill prescriptions can be submitted electronically, cutting down on fraud & errors.⁵²
13. **electronic health record (EHR)** – an electronic record of health-related information about a patient that conforms to nationally recognized interoperability standards & that can be created, managed, & consulted by authorized clinicians & staff members from more than one healthcare organization⁵³ & an electronic record of health-related information about a patient that conforms to nationally recognized interoperability standards & that can be created, managed, & consulted by authorized clinicians & staff from more than one healthcare organization⁵⁴

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14. **electronic medical record (EMR)** – an electronic record of health-related information about an individual that can be created, gathered, managed, & consulted by authorized clinicians & staff members within a single healthcare organization. An EMR is an electronic version of a paper record.⁵⁵ & an electronic record of health-related information about an individual that can be created, gathered, managed, & consulted by authorized clinicians & staff within a single healthcare organization⁵⁶
15. **gleaned** – gathered bit by bit (e.g., information or material); picked over in search of relevant material
16. **indirect filing system** – a filing system in which an intermediary source of reference (e.g., a card file) must be consulted to locate specific files
17. **interoperability** – the ability to work with other systems
18. **microfilm** – a film with a photographic record of printed or other graphic matter on a reduced scale
19. **numeric filing** – the filing of records, correspondence, or cards by number
20. **objective information** – data obtained through physical examination, laboratory & diagnostic testing, & by measurable information
21. **obliteration** – the act of making undecipherable or imperceptible by obscuring or wearing away
22. **outguide** – a study cardboard or plastic file-sized card used to replace a folder temporarily removed from the filing space
23. **parameters** – any set of physical properties, the values of which determine characteristics or behavior
24. **patient portal** – a secure online Web site that gives patients 24-hour access to personal health information using a username & password
25. **personal health record (PHR)** – an electronic record of health-related information about an individual that conforms to nationally recognized interoperability standards & that can be drawn from multiple sources but that is managed, shared, & controlled by the individual
26. **pressboard** – a strong, highly glazed composition board resembling vulcanized fiber; heavy card stock
27. **provisional diagnosis** – a temporary diagnosis made before all test results have been received
28. **purging** – the process of moving active files to inactive status
29. **quality control** – manufactured samples with known values used to see if a test method is reliable by consistently producing accurate & precise results⁵⁷ & an aggregate of activities designed to ensure adequate quality, especially in manufactured products or in the service industries⁵⁸
30. **reasonable cause** – circumstances that would make it unreasonable for the covered entity, despite the exercise of ordinary business care & prudence, to comply with the administrative simplification provision (part of Health Information Technology for Economic & Clinical Health Act [HITECH]) that was violated
31. **reasonable diligence** – the business care & prudence expected from a person seeking to satisfy a legal requirement under similar circumstances.

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32. **requisites** – entitles considered essential or necessary
33. **retention schedule** – a method or plan for retaining or keeping health records & for their movement from active to inactive to closed filing.
34. **reverse chronologic order** – arranged in order so that the most recent item is on top & older items are filed further back
35. **subjective information** – data or information elicited from the patient, including the patient's feelings, perceptions, & concerns; obtained through interview or questions
36. **subpoena duces tecum** – a subpoena for the production of records or documents that pertain to a case as evidence.⁵⁹ & a court order to produce documents or records⁶⁰
37. **tickler file** – a chronologic file used as a reminder that something must be dealt with on a certain date.
38. **transcription** – a written copy of something made either in longhand or by machine
39. **vested** – granted or endowed with a particular authority, right, or property; to have a special interest in
40. **willful neglect** – conscious, intentional failure or reckless indifference to the obligation to comply with the administrative simplification provision violated

Chapter 16

1. **collections** – the process of using all legal resources available to collect payment for past due patient account balances
2. **credit** – a bookkeeping entry that increases accounts receivable; money owed to the provider
3. **descendant** – a family member who takes responsibility for the patient's estate after his or her death
4. **executor** – an individual assigned to make financial decisions about the estate of a deceased patient
5. **guarantor** – the individual who subscribes to an insurance plan & accepts financial responsibility for the patient
6. **intangible** – something of value that cannot be touched physically
7. **invoices** – billing statements that list the amount owed for goods or services purchased⁶¹ & it is a list of products or services provided to the healthcare facility for payment⁶²
8. **medically indigent** – patients that are in need of medical care, yet cannot pay
9. **nonsufficient funds check (NSF)** – when a patient pays a check without having sufficient funds in the bank to cover the payment so it is returned to the provider unpaid
10. **pegboard system** – a manual bookkeeping system that uses a day sheet to record all financial transactions for the date of service & maintain patient account balances by using physical cards.
11. **plaintiff** – the person or group bringing a case or legal action to court.⁶³ & the party filing a complaint⁶⁴
12. **provider's fee schedule** – fees established by the provider for services rendered

⁵⁹ Chapter 5

⁶⁰ Chapter 11

⁶¹ Chapter 10

⁶² Chapter 16

⁶³ Chapter 5

⁶⁴ Chapter 16

Receptionist Vocabulary

13. **refunds** – payments returned to insurance companies for overpayments made on patient accounts
14. **small claims court** – a last resort option to collect payment from an outstanding patient account; in small claims court, the healthcare facility can sue the patient for the balance
15. **trustee** – the coordinator of financial resources assigned by the court during a bankruptcy case
16. **unsecured debt** – debt that is not guaranteed by something of value; credit card debit is the most common type of unsecured debt.

Chapter 17

1. **checking account** – a bank account against which checks can be written & funds can be transferred to the payable party.
2. **discretionary income** – money in a bank account that is not assigned to pay for any office expenses
3. **embezzlement** – the misuse of a healthcare facility's funds for personal gain
4. **EMV chip technology** – global technology that includes imbedded microchips that store & protect cardholder data; also called *chip & PIN* & *chip & signature*
5. **endorser** – the person who signs his or her name on the back of a check for the purpose of transferring all rights in the check to another party
6. **Federal Reserve Bank** – the central bank of the United States. The Federal Reserve system consists of a seven-member Board of Governors with headquarters in Washington, D.C., & 12 Federal Reserve banks in major cities throughout the country
7. **interest** – a payment the bank makes in exchange for using money
8. **negotiable instruments** – a document used to withdraw money from one bank account & deposit it into another.
9. **principal** – a capital sum of money due as a debt or used as a fund for which interest is either charged or paid

Chapter 20

1. **anaphylaxis** – An exaggerated hypersensitivity reaction that in severe cases leads to vascular collapse, bronchospasm, and shock.
2. **antibodies** – Immunoglobulins produced by the immune system in response to bacteria, viruses, or other antigenic substances.
3. **antigen** – A foreign substance that causes the production of a specific antibody.
4. **antiseptics** – Substances that inhibit the growth of microorganisms on living tissue (e.g., alcohol and povidone-iodine solution [Betadine]); they are used to cleanse the skin, wounds, and so on.
5. **autoimmune** – Pertaining to a disturbance in the immune system in which the body reacts against its own tissue. Examples of autoimmune disorders are multiple sclerosis, rheumatoid arthritis, and systemic lupus erythematosus.
6. **candidiasis** – An infection caused by yeast that typically affects the vaginal mucosa and skin.
7. **coagulate** – To form into clots.
8. **contaminated** – Soiled with pathogens or infectious material; nonsterile.

Receptionist Vocabulary

9. **disinfectant** – A liquid chemical that is capable of eliminating many or all pathogens but is not effective against bacterial spores; it cannot be used on the skin.
10. **flora** – Microorganisms that live on or within the body; they compete with disease-producing microorganisms and provide a natural immunity against certain infections.
11. **fomites** – Contaminated, nonliving objects (e.g., examination room equipment) that can transmit infectious organisms.
12. **germicides** – Agents that destroy pathogenic organisms.
13. **hereditary** – Pertaining to a characteristic, condition, or disease transmitted from parent to offspring on the DNA chain.
14. **interferon** – A protein formed when a cell is exposed to a virus; the protein blocks viral action on the cell and protects against viral invasion.
15. **nosocomial infections** – Infections that are acquired in a healthcare setting.
16. **opportunistic infections** – Infections caused by a normally nonpathogenic organism in a host whose resistance has been decreased.
17. **palliative** – A substance that relieves or alleviates the symptoms of a disease without curing the disease.
18. **parenteral** – The injection or introduction of substances into the body by any route other than the digestive tract (e.g., subcutaneous, intravenous, or intramuscular administration).
19. **pathogenic** – Pertaining to a disease-causing microorganism.
20. **permeable** – Allowing a substance to pass or soak through.
21. **pyemia** – The presence of pus-forming organisms in the blood.
22. **relapse** – The recurrence of the symptoms of a disease after apparent recovery.
23. **remission** – The partial or complete disappearance of the clinical and subjective characteristics of a chronic or malignant disease.
24. **rhinitis** – Inflammation of the mucous membranes of the nose.
25. **spore** – A thick-walled, dormant form of bacteria that is very resistant to disinfection measures.
26. **sterile** – Free of all microorganisms, pathogenic and nonpathogenic.
27. **tinea** – Any fungal skin disease that results in scaling, itching, and inflammation.
28. **urticaria** – A skin eruption that creates inflamed wheals; hives.
29. **vectors** – Animals or insects (e.g., ticks) that transmit the causative organisms of disease.

Chapter 21

1. **biophysical** – the science of applying physical laws & theories to biologic problems
2. **cognitive** – pertaining to the operation of the mind; referring to the process by which we become aware of perceiving, thinking, & remembering
3. **congruence** – being in agreement, harmony, or correspondence; conforming to the circumstances or requirements of a situation⁶⁵ & an agreement; the state that occurs when the verbal expression of the message matches the sender's nonverbal body language⁶⁶
4. **familial** – occurring in or affecting members of a family more than would be expected by chance

⁶⁵ Chapter 4

⁶⁶ Chapter 21

Receptionist Vocabulary

5. **holistic** – a form of healing that considers the whole person (i.e., body, mind, spirit, & emotions) in individual treatment plans.⁶⁷ & it is considering the patient as a whole including the physical, emotional, social, economic, & spiritual needs of the person⁶⁸
6. **patient portal** – a secure online website that gives patients convenient 24-hour access to personal health information; patients have a secure user name & password to view their health information
7. **present illness** – the chief complaint, written in chronologic sequence, with data of onset
8. **psychosocial** – pertaining to a combination of psychological & social factors
9. **rappport** – a relationship of harmony & accord between the patient & the healthcare professional.
10. **signs** – objective findings determined by a clinician, such as a fever, hypertension, or rash
11. **symptoms** – subjective complaints reported by the patient, such as pain or visual disturbances

Chapter 22

No Vocabulary for Chapter 22

Chapter 29

1. **arrhythmia** – An abnormality or irregularity in the heart rhythm.
2. **asystole** – The absence of a heartbeat.
3. **cyanosis** – A blue coloration of the mucous membranes and body extremities caused by lack of oxygen.
4. **diaphoresis** – The profuse excretion of sweat.
5. **ecchymosis** – A hemorrhagic skin discoloration commonly called bruising.
6. **emetic** – A substance that causes vomiting.
7. **fibrillation** – Rapid, random, ineffective contractions of the heart.
8. **hematuria** – Blood in the urine.
9. **idiopathic** – Pertaining to a condition or a disease that has no known cause.
10. **mediastinum** – The space in the center of the chest under the sternum.
11. **myocardium** – The muscular lining of the heart.
12. **necrosis** – The death of cells or tissues.
13. **photophobia** – An abnormal sensitivity to light.
14. **polydipsia** – Excessive thirst.
15. **Safety Data Sheets (SDSs)** – Documents that accompany hazardous chemicals and substances and outline the dangers, composition, safe handling, and disposal of these items. Safety Data Sheets must be formatted to conform to the Globally Harmonized System (GHS), which mandates that SDS have 16 standardized sections arranged in a strict order.
16. **thrombolytics** – Agents that dissolve blood clots.
17. **transient ischemic attack (TIA)** – Temporary neurologic symptoms caused by gradual or partial occlusion of a cerebral blood vessel.

⁶⁷ Chapter 2

⁶⁸ Chapter 21