

****DO NOT WRITE IN THIS BOX****

Questions	1-3	4-7	8-12	13-14	15-16	17-20	Total
Possible Points	6	8	10	4	4	5	37
Points Earned							

Navigating the Healthcare System Quiz

Directions: Circle the best answer to each question. (2pts. each – 32pts. total)

1. Janna goes to a pediatrician and she is looking for a new PCP. Which of the following could she do in order to find the right doctor that fits her personal preferences?

- A. Ask her current pediatrician for recommendations for the best specialist in the area.
- B. Visit the closest Med Express to get information on doctors in the area
- C. Ask family members and friends for their recommendations for primary care physicians.
- D. None of these actions would help Janna find a doctor that fits her personal preferences.

2. You are playing football on Sunday afternoon and your friend twists his ankle. It is swollen and your friend can't put pressure on that side when he tries to walk. Where should your friend go for care?

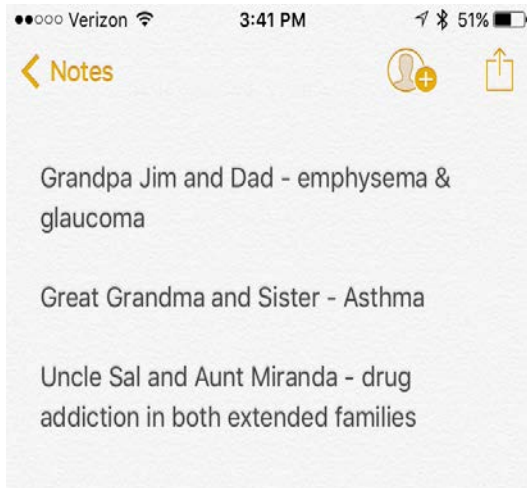
- A. His PCP would be the best place for care. He can call to make an appointment to have his regular doctor check it out.
- B. Urgent Care would be the best place for care. It's not a life threatening injury, but it could be broken and a lot of urgent care centers have x-ray machines to check it out.
- C. Emergency department is the best place for care. If he can't walk on it, it is definitely broken and an ED doctor would be the best person to handle this type of severe injury.
- D. He doesn't need to go anywhere. He just needs some ice.

3. Rich just started his sophomore year of college and he is not worried about the open enrollment period coming up because he is still on his parents insurance.

- A. There is no way Rich is on his parent's insurance. Once he enrolled in college he should have enrolled in the health insurance plan provided by the school.
- B. Rich shouldn't assume he is still on his parent's insurance. Since he is a college student, he might not be covered by some insurance policies.
- C. It's okay if Rich is not worried about the open enrollment period because he is guaranteed to be covered by his parents insurance while he is a full time student. Basically, as long as he is in school, he is covered, no matter how old he is.
- D. It's okay if Rich is not worried about the open enrollment period now because he can be on his parents insurance until he is 26, even if he is a college student.

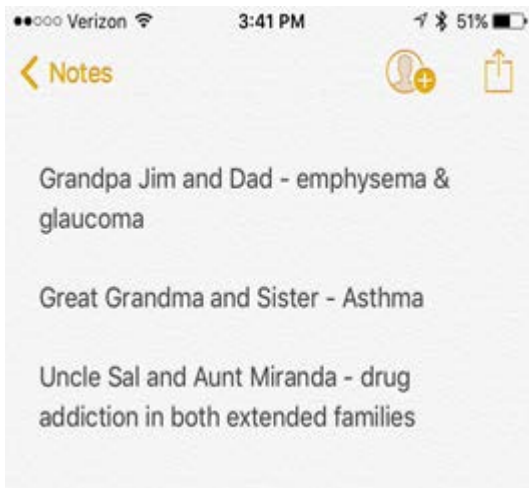
4. Kerry called to make an appointment at her PCP for a physical. What information did she need to give the receptionist to schedule her appointment?

- A. She needs to avoid calling during busy times so she can talk directly with a receptionist, instead of a "robot".
- B. She needs to tell the receptionist she needs a physical and there is paperwork involved.
- C. She needs to explain why she needs an appointment and give her name, birthdate, insurance information, and availability.
- D. She needs to give her name, birthdate, and availability. She also needs to tell the receptionist about any allergies so they can be avoided during her visit.



5. Jake hates the lifestyle questions the doctor asks. He understands the doctor can't tell his parents he has gotten drunk at a couple of parties, but he thinks it really isn't any of their business either! Why might the doctor be concerned about Jake's lifestyle choices?

- A. The doctor shouldn't be concerned. There are no diseases/disorders in Jake's health history that are related to lifestyle choices.
- B. Jake has glaucoma (eye disease) in his family history and the blurry vision a person can get while drinking can be made permanent.
- C. Jake has drug addiction in his family history and the younger someone starts using alcohol the more likely they are to become addicted.
- D. Jake has asthma in his family history and drinking alcohol can constrict airways.



***Jake's Family Health History*

6. Which of the following demonstrates responsible prescription drug use?

- A. Stop taking your prescription when you are feeling better, even if you have some left. You don't want to take medicine if you don't need it and you can save it if you get sick again.
- B. Re-reading the directions on the bottle before you take it even if the doctor and pharmacist have told you how to take the medication.

C. Giving some of your leftover medication to your friend who is experiencing the same symptoms.

D. All of these would be considered using prescription drugs responsibly.

7. Valerie is filling out her registration forms and is trying to decide whom to put down as her emergency contact. Who would be the best emergency contact for Valerie?

A. Her Mom. Even though she is really busy at work a lot of the time, she is trustworthy and knows Valerie's medical history.

B. Her grandmother. She can't drive, but she could call her mom or dad and let them know something happened.

C. Her best friend. She is reliable and always has her phone on her.

D. She could really put any family member. Doctor's offices don't use the emergency contact number.

8. Jimmy doesn't like his health insurance policy and wants to change it. He thinks he is paying too much for very little coverage. Can he do this?

A. He can only do this if he picks an insurance plan that is cheaper than what he currently has.

B. Jimmy cannot change his plan unless it is during the open enrollment time period.

C. Jimmy can change his plan because high costs can be considered a life-changing event.

D. Jimmy can only do this if he qualifies for Medicaid.

9. Leann does not get insurance through her employer, so she goes to the insurance exchange to see what options are available for her. What types of insurance will she be able to get from this site?

A. She can only get private insurance from the insurance exchange.

B. She can get private insurance or be redirected to the Medicaid website if she qualifies.

C. Since it is a government website, she can only get the government subsidized insurance from the site.

D. She can only browse insurance plans on the insurance exchange. She needs to go to a different site to actually apply for and purchase insurance.

10. Gretchen is 17 years old and she went to the doctor because she thought she was pregnant. The test at the office was negative and she had a conversation with her doctor about different types of contraception she can use to avoid this situation in the future. Since Gretchen went to this visit on her own, what can the doctor tell her parents?

A. Nothing. The conversation Gretchen had with her doctor in the office is confidential.

B. The doctor can only tell her parents what method of contraception Gretchen chose to use.

C. The doctor can only tell her parents that the pregnancy test was negative.

D. The doctor can tell Gretchen's parents everything because she is under 18.

11. True or False: *Vaccines are an important part of your preventative care and/or treatment.*

A. False. As long as you make healthy food choices and exercise you do not need any vaccines.

B. False. The side effects of vaccines are so intense that it is not worth having them.

C. Almost true. Vaccines are never used for preventative care, only treatment.

D. True. Vaccines help your body build up immunity to many diseases so when you come in contact with the viruses you do not get sick.

12. *Josh's doctor gave him some paperwork related to his diagnosis, but he doesn't understand some of the directions. He called the doctor's office the next day and a nurse was able to answer his questions.*

Calling the office to get clarification is an example of Josh...

- A. Being a self advocate.
- B. Not taking advantage of different healthcare options.
- C. Needing a specialist because his doctor couldn't help him.
- D. Looking for a different primary care physician.

13. Hector stores all of his medications, including this one on the top shelf of his kitchen pantry. Is this a safe place for Hector to store this medication?

- A. No. The upstairs bathroom cabinet would be a better choice because people go in there to use the bathroom and shower; no one would mistake the medication for food.
- B. Yes. But he should put this particular medication in an insulated bag with an ice pack to keep it at the right temperature.
- C. Yes. It is a dark closet that probably doesn't get a lot of moisture or big temperature changes.
- D. No. This medication would be better stored in the refrigerator.


Directions: Use the drug facts label to answer questions #13&14.

Drug Facts	
Active ingredient (in each tablet) Famotidine 10 mg	Purpose Acid reducer
Uses <ul style="list-style-type: none"> ■ relieves heartburn associated with acid indigestion and sour stomach ■ prevents heartburn associated with acid indigestion and sour stomach brought on by eating or drinking certain food and beverages 	
Warnings Allergy Alert: Do not use if you are allergic to famotidine or other acid reducers Do not use ■ if you have trouble or pain swallowing food, vomiting with blood, or bloody or black stools. These may be signs of a serious condition. See your doctor. ■ with other acid reducers Ask a doctor before use if you have <ul style="list-style-type: none"> ■ had heartburn over 3 months. This may be a sign of a more serious condition. ■ heartburn with lightheadedness, sweating, or dizziness ■ chest pain or shoulder pain with shortness of breath; sweating; pain spreading to arms, neck or shoulders; or lightheadedness ■ frequent chest pain ■ frequent wheezing, particularly with heartburn ■ unexplained weight loss ■ nausea or vomiting ■ stomach pain Stop use and ask a doctor if <ul style="list-style-type: none"> ■ your heartburn continues or worsens ■ you need to take this product for more than 14 days If pregnant or breast-feeding, ask a health professional before use. Keep out of reach of children. In case of overdose, get medical help or contact a Poison Control Center right away.	
Directions <ul style="list-style-type: none"> ■ adults and children 12 years and over: <ul style="list-style-type: none"> ■ to relieve symptoms, swallow 1 tablet with a glass of water. Do not chew. ■ to prevent symptoms, swallow 1 tablet with a glass of water 60 minutes before eating food or drinking beverages that cause heartburn ■ do not use more than 2 tablets in 24 hours ■ children under 12 years: ask a doctor 	
Other information <ul style="list-style-type: none"> ■ read the directions and warnings before use ■ keep the carton and package insert. They contain important information. ■ store at 20°-25°C (68°-77°F) ■ protect from moisture and light. 	
Inactive ingredients colloidal silicon dioxide, corn starch, hydroxypropyl cellulose, hypromellose, indigo carmine aluminum lake FD&C blue no. 2, iron oxide red, iron oxide yellow, lactose monohydrate, magnesium stearate, microcrystalline cellulose, polyethylene glycol 4000, pregelatinized corn starch, titanium dioxide	
Questions? If you have questions of a medical nature, please contact your pharmacist, doctor, or health care professional.	

14. Tory gets really bad indigestion from her favorite meal – chicken parmesan. Will this medication help her eat her favorite meal and not have indigestion?

- | | |
|--|---|
| <p>A. Yes. She needs to take four right after she eats to prevent the indigestion.</p> <p>C. No. This medication will not help with indigestion.</p> | <p>B. Yes. She could take one before she eats to prevent or one after to relieve symptoms.</p> <p>D. No. This is a children's medication, so it wouldn't be appropriate for Tory.</p> |
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Directions: Use the insurance card to answer question #15.

		MidlandsChoice	GWH-CIGNA Open Access Plus
Administered by CIGNA Health and Life Insurance Company			
Group 00357587 Issuer (80840) ID 100000001 Name John Public PCP None Selected No Referral Required IBM India Private Ltd		Copays Primary Care \$20 Specialist \$20 Urgent Care \$20 ER \$75	
RxBIN 600428 RxPCN 05180000 RxGrp 00357587 RxID 100000001 00			

15. John got a prescription from his doctor to help him feel better. Does he has prescription insurance to cover his prescription and how much will it cost?

- A. He is covered, but is unclear how much it will cost.
- B. It is unclear if he is covered so it is impossible to tell how much it will cost him.
- C. He is covered and his medication will be free.
- D. He is covered and he will have to pay a \$20 copay for each prescription.

16. Lexi is about to celebrate her 21st birthday and needs to find a new doctor because she has aged out of her current PCP. Which of the following PCPs would be a good choice for Lexi?

- A. A pediatrician
- B. A dentist
- C. An internist
- D. None of these PCPs would be a good option

Short Answer: Answer the questions in the space provided. You must respond to each question for full credit. (5 pts.)

17. What did you like about this unit? _____

18. What didn't you like about this unit? _____

19. Is there anything you think we should have spent more/less time discussing? _____

20. Is there any topic related to this unit that we did not discuss that you think should be covered? _____
