

## Course 3: Patient Counseling 101 Self-Test

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**How skilled are you in patient counseling? Test your knowledge by answering the questions below. Check your answers against the answer key provided.**

1. Which of the following would **not** be an example of an effective needs assessment question?
  - a. “How is your treatment currently impacting your financial situation?”
  - b. “Do you know what time your appointment is?”
  - c. “Tell me about your household?”
  - d. “How many people are financially dependent on you?”
  
2. When providing patient counseling, what is the primary objective?
  - a. To ensure that the patient receives quality care.
  - b. To meet the patient’s needs.
  - c. To serve as an intermediary between the patient and his or her family.
  - d. To ensure that non-covered services are reimbursed.
  
3. All of the following statements are correct when providing empathy to patients and families **except**:
  - a. Develop a plan with your patients and families.
  - b. Physical touch helps you build instant rapport.
  - c. Meet your patients where they are.
  - d. Actively follow-up with patients and families.
  
4. All of the following are effective interventions for non-compliance **except**:
  - a. Reassure the patient that the situation will get better.
  - b. Follow-up with the patient and family.
  - c. Address non-compliance issues early.
  - d. Make an effort to recognize the family’s coping strengths and resources.
  
5. Communication is a shared process between you, the patient, and his or her family.  
 True                       False
  
6. Establishing and prioritizing financial goals for a patient is best done before initially meeting with them.  
 True                       False

7. Sharing a patient's financial information with others—both in and out of the workplace—can help you gather additional ideas on how to provide assistance.

True                       False

8. Embarrassment about needing financial help is one of the most difficult barriers to a patient being compliant in the financial counseling process.

True                       False

9. The possibility of discontinuing treatment due to non-payment has both ethical and legal implications.

True                       False

10. If a patient or his or her family doesn't complete the paperwork that you need, it is because they are unwilling to cooperate.

True                       False