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CPOA chapter 1 questions and answers

When a patient first walks into the office for an appointment, the paraoptometric should - acknowledge the patient with a courteous greeting
WHICH OF THE FOLLOWING WOULD BE CONSIDERED APPROPRIATE BEHAVIOR IN FRONT OF A PATIENT? - USING SOFT TONES WHILE SPEAKING TO OTHER STAFF
which of the following would NOT be considered an appropriate telephone technique? - letting the phone ring several times to give the impression that the office is busy
If a phone call is for a staff member who is busy with a patient, the paraoptometric should - ask to take a message
If a patient calls requesting information that will take a few minutes to locate, the Paraoptometric should - ask the patient if he or she would like to hold or ask to call the patient back
a phone message should include all the following EXCEPT - length of the call
a caller who insists on a price estimate over the phone should be - told that the prices are just estimates
the AOA set of principles that include the statement, "To keep the visual welfare of the patient uppermost at all times" is called - code of Ethics
the practice of keeping medical records out of view of patients is compliant with - HIPPA
when a patient presents with a complaint, the paraoptometric should - express concern and understanding
when making appointments, the paraoptometric should NOT - rely on memory
if in doubt as to whether a patient requires a emergency appointment, the paraoptometric should - consult with the doctor
which of the following would NOT be considered an emergency situation requiring immediate attention? - loss of contact lens
If the office is extremely behind schedule, the paraoptometric should - indicate your best estimate time of how long it will be before the patient will be seen
when discussing medical record documentation, EMR stands for - electronic medical record
how often should the paraoptometric check supplies? - once a month
the paraoptometric should maintain how much of a reserve of examination room supplies? - 1 months worth
extra care must be exercised when ordering drugs and solutions because most of them will - have an expiration date
a purchasing notebook for frames should indicate all of the following EXCEPT - name of the patients who have purchased the frame
cash paid out can be recorded in - a cash disbursement book
when an employee is added to the staff, what form must be filled out - W-4
which of the following info does not need to be included on a payroll check stub? - number of dependents
when reconciling bank statements, the canceled checks should be arranged by - numerical order

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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q14-Q19):

NEW QUESTION # 14

A critical role of a product ownership analysis (POA) practitioner is to ensure that the product:

- A. is built as fast as possible.
- B. is free of any bugs.
- C. produces as much value as possible during the first release.
- D. delivers the right value through each iteration.

Answer: D

Explanation:

The POA practitioner's critical role is to ensure the product delivers the right value through each iteration, aligning development efforts with evolving customer needs and business goals.

NEW QUESTION # 15

A product ownership analysis (POA) practitioner should consider performing which of the following in response to a changing target market?

- A. Grooming the product backlog
- B. Applying human-centered design principles
- C. Storyboarding the solution
- D. Revising the minimal viable product (MVP)

Answer: D

Explanation:

When the target market changes, revising the MVP ensures that the product's initial deliverable remains aligned with the new market needs, allowing the team to focus on delivering the most relevant and valuable features.

NEW QUESTION # 16

When do product ownership analysis (POA) practitioners conduct stakeholder analysis?

- A. Early in the product delivery process and once at the end
- B. When all the stakeholders have been identified
- C. Once the product has been delivered
- D. Early in the product delivery process and updated as the work progresses

Answer: D

Explanation:

POA practitioners conduct stakeholder analysis early in the product delivery process and continuously update it as work progresses to maintain alignment with evolving stakeholder needs and priorities.

NEW QUESTION # 17

A roles and permissions matrix can be used to:

- A. determine who can provide specialized recommendations.
- B. plan an iteration.
- C. define a training plan for the scrum team.
- D. allocate work to the delivery team.

Answer: A

Explanation:

A roles and permissions matrix helps determine who has the authority or expertise to provide specialized recommendations, ensuring decisions are made by the right individuals.

NEW QUESTION # 18

How does a product ownership analysis (POA) practitioner act as an advocate for customers?

- A. Ensures the product being built will delight customers by exceeding their expectations of what they'd reasonably expect
- B. Understands that the team are the true arbitrators of value delivery
- C. Assesses and reviews feedback in isolation
- D. Interacts with the emerging product as the customer would

Answer: A

Explanation:

Acting as a customer advocate means ensuring the product not only meets requirements but also delights customers by exceeding their reasonable expectations, thereby maximizing customer satisfaction and product value.

NEW QUESTION # 19

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