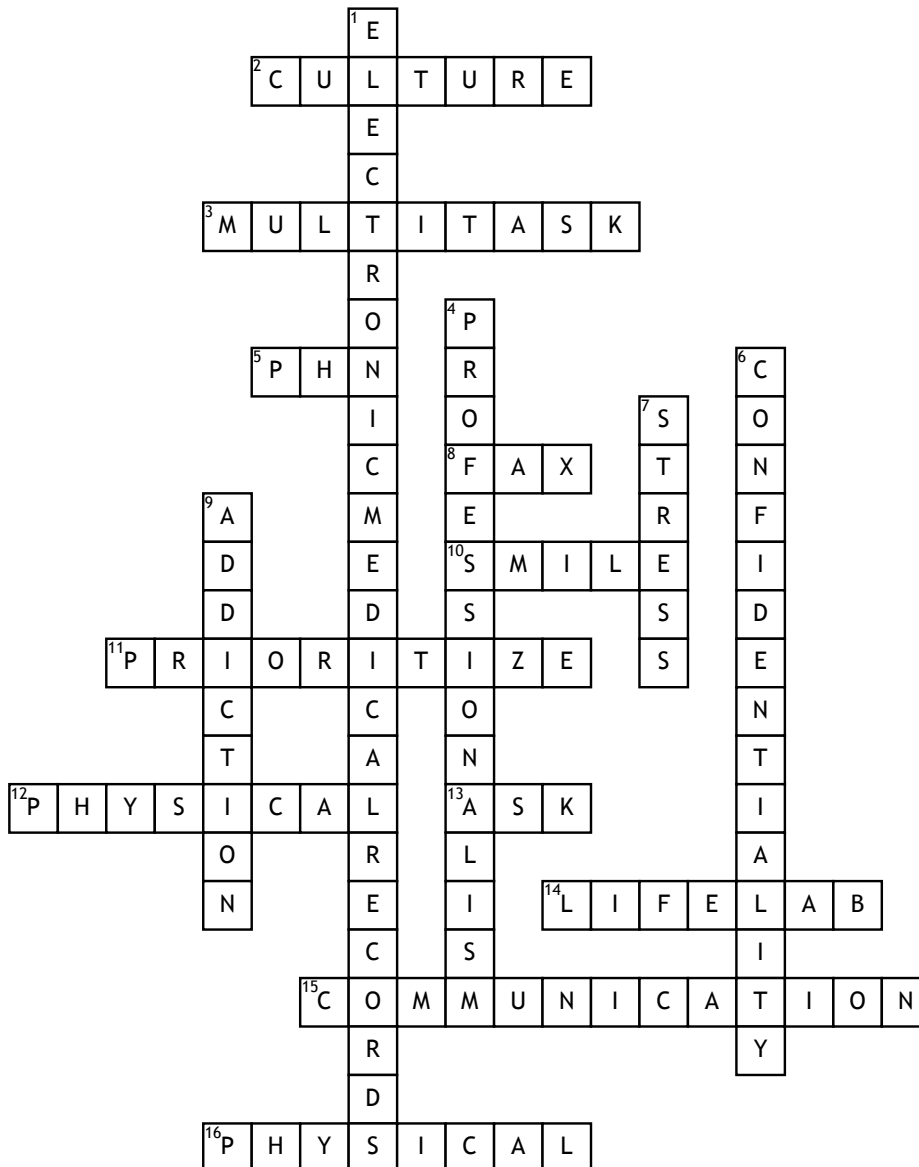


Medical office assistant



Across

2. Collection of beliefs, rules and practises shared by a group of people
3. To be an efficient MOA you must be able to
5. Another name for care card
8. Busy machine in office
10. what would help your tone of voice when answering the phone

Across

11. Determine the order of dealing with tasks
12. One of the five dimensions of health
13. To put someone on hold you need to ...
14. Where do you go for bloodwork
15. The exchanging of information
16. What does cpx mean

Down

1. EMR abbreviated for
4. The key to quality and efficiency
6. The state of keeping or being kept secret or private
7. Body's response to a real threat
9. What is compulsive and interferes with ordinary responsibilities and concerns