

# Phreesia Training Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. Which factor is NOT considered an important patient outcome?**
  - A. Medication Adherence**
  - B. Hospital admissions**
  - C. Number of staff trained**
  - D. Care Experience**
  
- 2. Multi-specialty groups consist of practitioners from?**
  - A. Various related specialties**
  - B. One specialty only**
  - C. Different areas of specialization for unrelated specialties**
  - D. None of the above**
  
- 3. What is the first step in the Connect Workflow for patient referrals?**
  - A. Patient confirms the appointment**
  - B. Referral request submitted online**
  - C. Staff gathers documentation**
  - D. Patient arrives for the appointment**
  
- 4. What is a primary goal of appointment confirmations?**
  - A. To reduce appointment no-shows**
  - B. To increase patient confusion**
  - C. To forget about appointments**
  - D. To require patients to visit the office before confirmation**
  
- 5. What functionality does the Satisfaction Surveys feature offer to practices?**
  - A. It automates patient check-in processes**
  - B. It collects online feedback from patients within 24 hours of their visit**
  - C. It determines patient eligibility for insurance**
  - D. It sends reminders for upcoming appointments**

- 6. How does appointment confirmation increase patient satisfaction?**
- A. By reducing the number of appointments**
  - B. By providing details about the appointment**
  - C. By requiring patients to call for confirmation**
  - D. By scheduling appointments later**
- 7. What is the significance of managing healthcare costs effectively?**
- A. It decreases provider workload**
  - B. It improves overall patient health outcomes**
  - C. It reduces insurance premiums**
  - D. It allows for faster service delivery**
- 8. A single specialty practice is defined as?**
- A. A group of practitioners with varied specialties**
  - B. A business group focused on a specific area of specialization**
  - C. A team that handles emergency healthcare**
  - D. A multi-disciplinary clinic**
- 9. What does the registration tool in Phreesia primarily handle?**
- A. Payment processing**
  - B. Consent management and intake workflows**
  - C. Cancellations and rescheduling**
  - D. Health campaigns**
- 10. What does the acronym PROs stand for in the healthcare context?**
- A. Patient Reported Outcomes**
  - B. Public Records of Operations**
  - C. Professional Reviews of Outcomes**
  - D. Patient Rights Oversight**

## Answers

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1. C
2. C
3. B
4. A
5. B
6. B
7. B
8. B
9. B
10. A

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## **Explanations**

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**1. Which factor is NOT considered an important patient outcome?**

- A. Medication Adherence**
- B. Hospital admissions**
- C. Number of staff trained**
- D. Care Experience**

The correct choice focuses on the importance of measuring specific patient outcomes that directly impact patient health and well-being. Medication adherence, hospital admissions, and care experience are all critical factors that reflect how well a patient is managing their health and the overall effectiveness of the healthcare system. Medication adherence indicates whether patients follow their prescribed treatment plans, which is essential for their recovery and management of chronic conditions. Hospital admissions can signify the effectiveness of care provided outside of inpatient settings; frequent admissions may suggest poor management of a patient's condition or inadequate preventive care. The care experience refers to patients' perceptions of their care, which can influence treatment outcomes and future healthcare interactions. In contrast, the number of staff trained, while important for the overall function and efficiency of a healthcare environment, does not directly correlate with individual patient outcomes. It measures the capacity of the healthcare facility to deliver care rather than the effectiveness of care as experienced by the patients. Therefore, it is not considered an essential patient outcome in the same way that the other factors are.

**2. Multi-specialty groups consist of practitioners from?**

- A. Various related specialties**
- B. One specialty only**
- C. Different areas of specialization for unrelated specialties**
- D. None of the above**

The correct answer highlights that multi-specialty groups are composed of practitioners who come from different areas of specialization, including unrelated specialties. This structure allows these groups to offer a wide array of services and care to patients within one organization. In multi-specialty practices, the integration of various specialists enhances collaboration and communication, which can lead to more comprehensive patient care. For instance, a patient may need the expertise of both a cardiologist and an endocrinologist, and being part of the same multi-specialty group can significantly enhance the coordination of care. Practitioners in these groups often include a diverse range of specialties—such as cardiology, dermatology, gastroenterology, and more—enabling them to address multiple health issues a patient might face. This comprehensive approach supports more effective treatment plans compared to practices limited to a single specialty. Understanding the composition and benefits of multi-specialty groups enables healthcare providers to improve patient outcomes and streamline the delivery of care.

### **3. What is the first step in the Connect Workflow for patient referrals?**

- A. Patient confirms the appointment**
- B. Referral request submitted online**
- C. Staff gathers documentation**
- D. Patient arrives for the appointment**

The first step in the Connect Workflow for patient referrals is the submission of the referral request online. This initial action is critical as it sets the entire process in motion. By submitting a referral request, the patient or the referring provider is officially communicating the need for the referral, which allows for the necessary data collection and appointment coordination to follow. This step ensures that the receiving provider is informed and prepared to accept the patient, ultimately streamlining the referral process and enhancing the overall patient experience. In contrast, confirming the appointment, gathering documentation, and the patient arriving for the appointment are subsequent steps in the workflow that rely on the successful completion of the referral request process. Each of these steps occurs only after the initial referral request has been submitted, highlighting its foundational role in patient referrals.

### **4. What is a primary goal of appointment confirmations?**

- A. To reduce appointment no-shows**
- B. To increase patient confusion**
- C. To forget about appointments**
- D. To require patients to visit the office before confirmation**

The primary goal of appointment confirmations is to reduce appointment no-shows. Confirmations serve as a vital reminder for patients regarding their upcoming appointments. By reaching out to patients in advance, healthcare providers can reinforce the importance of attending their appointments, ultimately ensuring that patients remember to come in at the scheduled time. This practice helps in minimizing wasted resources and enhances the efficiency of the healthcare system by keeping schedules full and allowing for better management of patient flow. Effective appointment confirmation strategies may include phone calls, text messages, or emails, depending on patient preferences, making it easier for individuals to stay on top of their health needs. The focus is on improving patient engagement and accountability, thereby fostering a more productive relationship between the healthcare provider and the patient.

**5. What functionality does the Satisfaction Surveys feature offer to practices?**

- A. It automates patient check-in processes**
- B. It collects online feedback from patients within 24 hours of their visit**
- C. It determines patient eligibility for insurance**
- D. It sends reminders for upcoming appointments**

The Satisfaction Surveys feature offers the functionality to collect online feedback from patients within 24 hours of their visit. This is crucial for practices because timely feedback allows them to assess patient satisfaction and identify areas for improvement shortly after the patient's experience, which can enhance service delivery and patient care. Collecting feedback soon after the visit increases the chances of receiving honest and relevant responses from patients, as their experiences are still fresh in their minds. This process not only helps practices in understanding patient perceptions and expectations but also fosters a culture of continuous improvement in healthcare services. Recognizing areas where patients feel satisfied or where they articulate concerns can lead to proactive measures that enhance overall patient experience. In contrast, aspects such as automating patient check-in processes, determining patient eligibility for insurance, or sending reminders for upcoming appointments focus on operational efficiency and logistics rather than directly addressing patient feedback or satisfaction levels.

**6. How does appointment confirmation increase patient satisfaction?**

- A. By reducing the number of appointments**
- B. By providing details about the appointment**
- C. By requiring patients to call for confirmation**
- D. By scheduling appointments later**

Appointment confirmation plays a significant role in enhancing patient satisfaction primarily by providing essential details about the upcoming appointment. When patients receive confirmation, they are informed about important information such as the date, time, location, and any necessary preparations they need to make. This improves their overall experience by reducing uncertainty and anxiety related to the visit. When patients are well-informed, they are more likely to comply with appointment requirements, arrive prepared, and feel respected and valued by their healthcare providers. This can lead to a more streamlined visit, further contributing to positive feelings associated with the healthcare service. In contrast, options that focus on reducing the number of appointments or requiring patients to take additional steps (such as calling for confirmation) do not necessarily enhance satisfaction. Instead, they could create inconvenience or frustration. Additionally, scheduling appointments later does not directly improve satisfaction; it may even lead to longer wait times and decreased patient engagement. Thus, providing detailed information about the appointment is the key aspect of appointment confirmation that directly correlates with increased patient satisfaction.

**7. What is the significance of managing healthcare costs effectively?**

- A. It decreases provider workload**
- B. It improves overall patient health outcomes**
- C. It reduces insurance premiums**
- D. It allows for faster service delivery**

Managing healthcare costs effectively is significant primarily because it improves overall patient health outcomes. When healthcare organizations control costs, they can allocate more resources towards patient care initiatives, such as preventive services, comprehensive treatment plans, and interventions that directly affect patient health. Effective cost management also allows healthcare providers to invest in advanced medical technologies and training, which can enhance the quality of care delivered. This, in turn, leads to better treatment results, reduced complications, and improved recovery rates for patients. By prioritizing cost management, healthcare systems can lead to a more sustainable model that focuses on improving the health of the community as a whole, rather than just treating illnesses reactively. While decreasing provider workload, reducing insurance premiums, and allowing for faster service delivery are all potentially beneficial outcomes of effective cost management, they do not directly address the core goal of ensuring high-quality patient care and improved health outcomes. Therefore, the focus on patient health makes the correct response a crucial aspect of healthcare management strategies.

**8. A single specialty practice is defined as?**

- A. A group of practitioners with varied specialties**
- B. A business group focused on a specific area of specialization**
- C. A team that handles emergency healthcare**
- D. A multi-disciplinary clinic**

A single specialty practice is characterized as a business entity that concentrates solely on a specific area of medicine or healthcare. This means that all practitioners within this practice have expertise in the same field, providing specialized services related to that particular area. For example, a practice that only includes cardiologists or only orthopedic surgeons fits this definition perfectly, as it does not diversify into other medical specialties. The emphasis on a singular focus allows the practice to deliver more tailored and expert care to patients seeking those specific services, making it highly efficient in its operations. This structure also often leads to a deeper understanding of the nuances and complexities within that specialty, benefitting both patients and practitioners. In contrast, a group of practitioners with varied specialties or a multi-disciplinary clinic would not fit the definition of a single specialty practice, as these configurations involve a mix of different specialties. Similarly, a team that handles emergency healthcare would be considered a different model entirely, as it suggests a broad and varied approach rather than a confined focus.

**9. What does the registration tool in Phreesia primarily handle?**

- A. Payment processing**
- B. Consent management and intake workflows**
- C. Cancellations and rescheduling**
- D. Health campaigns**

The registration tool in Phreesia is primarily designed to streamline the patient intake process, which includes managing consent and facilitating various intake workflows. This encompasses gathering necessary information from patients at the time of their registration, ensuring that consent forms are acknowledged and signed, and managing other pre-visit requirements. By focusing on consent management, the tool ensures that healthcare practices adhere to regulations regarding patient privacy and informed consent. The intake workflows aspect refers to the procedure that guides patients through collecting their health history, insurance details, and any other pertinent information that is crucial for their visit. This process enhances both the patient experience and the efficiency of the healthcare practice by reducing wait times and minimizing paperwork on the day of the appointment. The other options, though relevant to different functionalities within healthcare environments, do not specifically relate to the core purpose of the registration tool. Payment processing, for instance, is generally handled by separate financial systems. Likewise, cancellations and rescheduling are part of scheduling management, while health campaigns focus more on outreach and patient engagement rather than the immediate registration process.

**10. What does the acronym PROs stand for in the healthcare context?**

- A. Patient Reported Outcomes**
- B. Public Records of Operations**
- C. Professional Reviews of Outcomes**
- D. Patient Rights Oversight**

In the healthcare context, the acronym PROs stands for Patient Reported Outcomes. This term is crucial as it refers to information provided directly by patients about their health status, treatment effects, and quality of life, without any interpretation by healthcare professionals. Utilizing Patient Reported Outcomes helps healthcare providers understand the patient's perspective on their disease and treatment, which can lead to improved patient-centered care, better communication, and enhanced overall health outcomes. Gathering this data is essential for evaluating the effectiveness of treatments and interventions from the patient's viewpoint, which is increasingly valued in modern healthcare practices. The other options represent different concepts that are not recognized as PROs in healthcare. For example, public records are crucial for transparency but do not capture the subjective experience of patients. Professional reviews of outcomes may involve expert evaluations and may not reflect personal patient experiences. Patient rights oversight deals with compliance and ethical treatment but does not specifically address the assessment of individual health outcomes from the patient's perspective. Thus, the correct understanding of PROs as Patient Reported Outcomes is fundamental in fostering patient engagement and improving healthcare delivery.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://phreesiatraining.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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