

Relias Case Management Assessment A Practice Test (Sample)

Study Guide



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SAMPLE

Questions

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- 1. What communication and planning tool should be recommended for a family concerned about bullying for their school-aged child with special needs?**
 - A. Individualized Education Plan (IEP)**
 - B. Admissions, review, dismissal (ARD)**
 - C. School Safety Plan**
 - D. Behavior Intervention Plan (BIP)**
- 2. What is the primary purpose of case management in a healthcare setting?**
 - A. To monitor patient medications**
 - B. To coordinate patient care and ensure efficient use of resources**
 - C. To conduct market research for healthcare services**
 - D. To manage hospital staff schedules**
- 3. What is the role of patient education in case management?**
 - A. To inform patients solely about medical procedures.**
 - B. To empower patients with knowledge to manage their health and make informed choices.**
 - C. To provide a detailed overview of the healthcare system.**
 - D. To simplify communication with healthcare providers.**
- 4. What is the significance of health literacy in case management?**
 - A. It is irrelevant to patient care.**
 - B. It affects a patient's ability to understand health information and make informed decisions.**
 - C. It solely involves understanding medical jargon.**
 - D. It helps in reducing healthcare costs.**
- 5. Which health care model is known for emphasizing prevention and wellness in case management?**
 - A. The population health management model**
 - B. The clinical diagnosis model**
 - C. The episodic care model**
 - D. The acute care model**

- 6. What effect does effective patient education have on health outcomes?**
- A. It generally has little impact.**
 - B. It significantly improves their ability to manage their health.**
 - C. It complicates the treatment process.**
 - D. It leads to increased confusion among patients.**
- 7. What role does follow-up play in case management?**
- A. It is unnecessary if the patient is stable**
 - B. It ensures continuity of care and the effectiveness of interventions**
 - C. It complicates the management process**
 - D. It only applies to patients with chronic conditions**
- 8. How can a case manager support patients with insurance issues?**
- A. By encouraging patients to handle issues independently.**
 - B. By providing guidance on benefits coverage and assisting with appeals if necessary.**
 - C. By avoiding discussions about insurance entirely.**
 - D. By limiting patients' access to insurance information.**
- 9. What is the significance of a patient's social determinants of health in case management?**
- A. They are irrelevant to healthcare costs**
 - B. They can greatly influence health outcomes**
 - C. They are solely impacted by medical treatment**
 - D. They do not affect access to care**
- 10. What information should be shared with a hospitalist regarding a patient showing febrile status?**
- A. Only the patient's past medical history**
 - B. A thorough overview of the patient's current symptoms and laboratory results**
 - C. Recommendations for medication changes**
 - D. The patient's family background and demographics**

Answers

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

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Explanations

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1. What communication and planning tool should be recommended for a family concerned about bullying for their school-aged child with special needs?

A. Individualized Education Plan (IEP)

B. Admissions, review, dismissal (ARD)

C. School Safety Plan

D. Behavior Intervention Plan (BIP)

When addressing concerns about bullying for a school-aged child with special needs, a key resource for the family is the School Safety Plan. This type of plan specifically addresses the safety and support needs for children within the school environment, especially in the context of bullying situations. A School Safety Plan is designed to outline strategies and interventions to ensure a child feels safe and secure at school. It may include measures for addressing bullying, procedures for reporting incidents, and protocols for how school personnel will respond to ensure the child's well-being. Such a plan is essential for communicating the family's specific concerns and needs to the school staff and ensuring that appropriate measures are in place. While an Individualized Education Plan focuses on the educational needs and accommodations for a child with special needs, and a Behavior Intervention Plan addresses specific behavioral challenges the child may face, neither is specifically tailored to bullying situations. Admissions, Review, and Dismissal processes typically deal with the evaluation and placement of students in special education rather than immediate safety concerns. Therefore, a School Safety Plan is the most relevant tool to address the issue of bullying effectively.

2. What is the primary purpose of case management in a healthcare setting?

A. To monitor patient medications

B. To coordinate patient care and ensure efficient use of resources

C. To conduct market research for healthcare services

D. To manage hospital staff schedules

The primary purpose of case management in a healthcare setting is to coordinate patient care and ensure the efficient use of resources. Case management involves a holistic approach to patient care, aiming to assess, plan, facilitate, and advocate for options and services that meet an individual's health needs. This function helps to streamline care processes, improve patient outcomes, and minimize costs by preventing unnecessary services and promoting the effective use of healthcare resources. While monitoring patient medications is a part of case management, it is not the overarching goal; rather, it fits within the broader context of coordinating all aspects of patient care. Conducting market research for healthcare services and managing hospital staff schedules do not align with the primary responsibilities of case management, which focuses specifically on patient care delivery rather than administrative or marketing functions. In essence, case management seeks to provide comprehensive support for patients' health needs, ensuring they receive appropriate care in a timely and resource-efficient manner.

3. What is the role of patient education in case management?

- A. To inform patients solely about medical procedures.
- B. To empower patients with knowledge to manage their health and make informed choices.**
- C. To provide a detailed overview of the healthcare system.
- D. To simplify communication with healthcare providers.

The role of patient education in case management is centered on empowering patients with the knowledge they need to effectively manage their own health and make informed choices regarding their medical care. This empowerment is crucial as it fosters greater involvement from patients in their treatment plans, enabling them to understand their conditions better, adhere to prescribed regimens, and navigate the healthcare system more effectively. By equipping patients with relevant information about their health, including understanding symptoms, potential treatment options, and lifestyle modifications, case management can improve overall health outcomes. This education encourages patients to take an active role in their health, which is essential for fostering better engagement and effective self-management. Such an approach aligns with the goal of case management, which is to coordinate care and support patients in achieving their health-related goals through informed decision-making. The other options either limit the scope of patient education or focus on aspects that do not fully encapsulate the comprehensive role of education in case management. For example, informing patients only about medical procedures fails to engage them in their broader health management. Providing an overview of the healthcare system is helpful, but it does not directly address the empowerment aspect, nor does it ensure that patients can take control of their health decisions. Simplifying communication with healthcare providers is a positive aspect

4. What is the significance of health literacy in case management?

- A. It is irrelevant to patient care.
- B. It affects a patient's ability to understand health information and make informed decisions.**
- C. It solely involves understanding medical jargon.
- D. It helps in reducing healthcare costs.

Health literacy plays a crucial role in case management as it encompasses a patient's ability to comprehend health information and make informed decisions regarding their care. This understanding impacts how patients engage with healthcare providers, follow treatment plans, and manage their health conditions. When patients have adequate health literacy, they are more likely to understand medical instructions, recognize medications, adhere to prescribed treatments, and navigate the healthcare system effectively. Additionally, high health literacy can empower patients to ask questions, advocate for their health needs, and interpret health-related materials correctly. This active engagement is essential in case management, as well-informed patients are better equipped to participate in their care, leading to improved health outcomes. While health literacy might influence healthcare costs indirectly by improving patient outcomes and reducing errors or misunderstandings, it is not solely focused on cost reduction or merely learning medical terminology. It is about fostering an understanding of health concepts that allows patients to make smart choices regarding their health and treatments.

5. Which health care model is known for emphasizing prevention and wellness in case management?

- A. The population health management model**
- B. The clinical diagnosis model**
- C. The episodic care model**
- D. The acute care model**

The population health management model is recognized for its strong focus on prevention and wellness in case management. This model aims to improve the health outcomes of a specific population by addressing the broad determinants of health, which include social, economic, and environmental factors, alongside individual behaviors. It utilizes data and analytics to identify health trends and risk factors within populations, allowing for targeted interventions that promote preventive care and health maintenance strategies. By concentrating on proactive measures rather than solely treating illnesses or conditions, this model helps to reduce the incidence of disease and improve overall community health. It involves coordinating care and resources to support individuals in making healthier choices, thus fostering a culture of wellness that is integral to effective case management.

6. What effect does effective patient education have on health outcomes?

- A. It generally has little impact.**
- B. It significantly improves their ability to manage their health.**
- C. It complicates the treatment process.**
- D. It leads to increased confusion among patients.**

Effective patient education plays a critical role in improving health outcomes by equipping patients with the knowledge and skills necessary to manage their health effectively. When patients understand their conditions, treatment options, and the importance of adherence to prescribed regimens, they are more likely to engage in behaviors that promote their health. This includes following treatment plans, making informed lifestyle choices, and recognizing when to seek further medical assistance. Furthermore, effective education fosters a sense of empowerment, which can enhance a patient's motivation to take an active role in their health care. This is particularly important in chronic disease management, where ongoing engagement and self-management can lead to better control of symptoms and a reduction in complications. In contrast, the other options reflect misconceptions about patient education's impact. Options suggesting that it has little impact, complicates the treatment process, or increases confusion do not recognize the substantial evidence supporting the benefits of well-informed patients in achieving positive health outcomes. Effective education is a foundational element of successful health care, making it essential for improving patient management and overall health.

7. What role does follow-up play in case management?

- A. It is unnecessary if the patient is stable
- B. It ensures continuity of care and the effectiveness of interventions**
- C. It complicates the management process
- D. It only applies to patients with chronic conditions

Follow-up is a critical component of case management as it ensures continuity of care and the effectiveness of interventions. By maintaining contact with patients after an initial assessment or intervention, case managers can monitor the patient's progress, address any emerging issues, and adjust care plans as necessary. This ongoing communication is vital to assess whether the interventions are achieving the desired outcomes and to make informed decisions about any needed changes in the treatment approach. Regular follow-ups help to reinforce the treatment strategy, foster patient engagement, and ultimately lead to better health outcomes. It is particularly important as patients' conditions can change, and timely adjustments can prevent complications, enhancing overall care. The idea that follow-up is unnecessary if a patient is stable fails to recognize the dynamic nature of health and the importance of ongoing support and intervention adjustments. Additionally, follow-up is applicable to all patients, not just those with chronic conditions, further emphasizing its encompassing role in effective case management.

8. How can a case manager support patients with insurance issues?

- A. By encouraging patients to handle issues independently.
- B. By providing guidance on benefits coverage and assisting with appeals if necessary.**
- C. By avoiding discussions about insurance entirely.
- D. By limiting patients' access to insurance information.

Supporting patients with insurance issues is a crucial role for a case manager. Providing guidance on benefits coverage and assisting with appeals is vital because many patients may not fully understand their insurance plans or how to navigate the complexities of claim processes. By offering clear information on what services are covered and what steps to take when facing denial of claims, case managers empower patients to make informed decisions about their care. Furthermore, by assisting with appeals, case managers can advocate for patients, ensuring their needs are prioritized and that they have access to necessary treatments. This comprehensive support not only helps patients overcome immediate barriers related to insurance but also encourages them to engage actively in their healthcare journey, fostering a collaborative approach to managing their health and wellbeing.

9. What is the significance of a patient's social determinants of health in case management?

- A. They are irrelevant to healthcare costs**
- B. They can greatly influence health outcomes**
- C. They are solely impacted by medical treatment**
- D. They do not affect access to care**

The significance of a patient's social determinants of health lies in their substantial impact on health outcomes. Social determinants of health encompass a range of factors including economic stability, education, social and community context, health and healthcare, and neighborhood and built environment. These factors can greatly influence a patient's ability to access healthcare services, adhere to treatment plans, and ultimately achieve better health outcomes. For instance, patients living in economically disadvantaged areas may face barriers such as limited access to nutritious food, safe housing, and transportation, which can affect their overall health. Understanding these determinants allows case managers to address the root causes of health issues, tailor interventions more effectively, and provide holistic care that considers not just the medical needs but also the social and environmental contexts of the patient's life. Recognizing the importance of social determinants highlights the role case management plays in coordinating care, advocating for patients, and connecting them with necessary resources to improve their circumstances, ultimately leading to better management of health conditions and improved well-being.

10. What information should be shared with a hospitalist regarding a patient showing febrile status?

- A. Only the patient's past medical history**
- B. A thorough overview of the patient's current symptoms and laboratory results**
- C. Recommendations for medication changes**
- D. The patient's family background and demographics**

Sharing a thorough overview of the patient's current symptoms and laboratory results with a hospitalist is essential for several reasons. When a patient is presenting with a febrile status, it is critical for the healthcare provider to understand not just the patient's past medical history, but also their current clinical condition. This includes the specific symptoms the patient is experiencing, such as the duration and pattern of the fever, any associated symptoms (like chills, sweats, or cough), and recent changes in their condition. Laboratory results are equally important as they can provide insights into possible infections or other underlying conditions that may be contributing to the fever. For instance, lab results related to white blood cell counts, inflammatory markers, or cultures can help the hospitalist make informed decisions about diagnosis and treatment. By providing this comprehensive and up-to-date information, the hospitalist can establish a more accurate assessment and develop an effective treatment plan tailored to the patient's specific needs. In contrast, focusing solely on past medical history, making medication recommendations without comprehensive context, or only discussing demographics would not equip the hospitalist with the necessary clinical data to manage the patient's acute issues effectively. Thus, relaying the current symptoms and lab results ensures a collaborative approach to the patient's care and enhances the likelihood of