

# Relias Case Management Assessment A 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

- 1. What is the name of the report that demonstrates costs and savings from case management activities?**
  - A. Financial Impact Report**
  - B. Costs-Analysis Report**
  - C. Case Management Efficiency Report**
  - D. Resource Allocation Report**
- 2. Upon discovering a patient with a cancer diagnosis who is distressed due to personal issues, what should be your priority action?**
  - A. Refer them to a psychiatrist**
  - B. Comfort the patient and listen to their concerns**
  - C. Suggest a support group**
  - D. Contact their family for support**
- 3. Why is it significant to establish measurable goals in case management?**
  - A. It allows for patient satisfaction surveys**
  - B. Measurable goals help in billing patients effectively**
  - C. Measurable goals allow for tracking progress and evaluating interventions**
  - D. It ensures that all healthcare providers agree on patient decisions**
- 4. What role does data collection serve in the field of case management?**
  - A. It enhances patient relationships.**
  - B. It supports therapy sessions.**
  - C. It informs assessment processes.**
  - D. It validates personal biases.**
- 5. How can health care providers ensure they effectively prepare patients for discharge?**
  - A. By focusing solely on medical needs**
  - B. By ensuring patients understand their treatment plans**
  - C. By scheduling multiple follow-up visits**
  - D. By minimizing discussions about potential risks**

- 6. Why is interprofessional collaboration important in case management?**
- A. It reduces the need for patient communication**
  - B. It helps ensure comprehensive and integrated care for the patient**
  - C. It increases the costs of care delivery**
  - D. It minimizes the roles of case managers**
- 7. What does the term "discharge planning" refer to in case management?**
- A. Preparing for a patient to begin their treatment**
  - B. Preparing for a patient's transition from one care setting to another**
  - C. Assessing a patient's eligibility for insurance coverage**
  - D. Reviewing a patient's medical history**
- 8. Which method is used by case managers to assess patient needs?**
- A. Only physical examinations**
  - B. Standardized testing only**
  - C. Comprehensive evaluations combining various assessments**
  - D. Phone surveys alone**
- 9. Why is knowledge of community resources important for case managers?**
- A. It helps them build relationships with healthcare providers**
  - B. It enables them to connect patients with necessary support services in their area**
  - C. It allows them to inform patients about legal options**
  - D. It assists them in managing case documentation effectively**
- 10. What would be your first intervention to educate an overwhelmed patient about their new diagnosis?**
- A. Provide a detailed pamphlet with complex medical terminology**
  - B. Involve family members in the conversation**
  - C. Speak in plain language, simple terms, and not complex medical terms**
  - D. Schedule a follow-up appointment for more education**



## **Answers**

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

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## **Explanations**

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**1. What is the name of the report that demonstrates costs and savings from case management activities?**

**A. Financial Impact Report**

**B. Costs-Analysis Report**

**C. Case Management Efficiency Report**

**D. Resource Allocation Report**

The report that demonstrates costs and savings from case management activities is referred to as a Costs-Analysis Report. This type of report is specifically designed to detail the financial aspects of case management by capturing the expenses incurred throughout the case management process and comparing them to the savings achieved as a result of implementing various case management strategies. By providing a detailed analysis of costs versus savings, the report helps organizations evaluate the financial effectiveness of their case management interventions and showcase the value of these efforts to stakeholders. It's an essential tool for understanding the return on investment (ROI) of case management practices and for making informed decisions regarding resource allocation. This focus on financial metrics, rather than performance efficiency or resource distribution, is what distinguishes the Costs-Analysis Report from other types of reports that may look at efficiency or resource allocation in broader terms.

**2. Upon discovering a patient with a cancer diagnosis who is distressed due to personal issues, what should be your priority action?**

**A. Refer them to a psychiatrist**

**B. Comfort the patient and listen to their concerns**

**C. Suggest a support group**

**D. Contact their family for support**

When working with a patient who is distressed due to personal issues in the context of a cancer diagnosis, the priority action should be to comfort the patient and actively listen to their concerns. This approach establishes a supportive and empathetic environment where the patient feels safe to express their feelings and fears. Listening to a patient validates their emotions and can significantly alleviate psychological distress, making it a foundational aspect of effective case management. By prioritizing comfort and active listening, you create a crucial therapeutic alliance that may encourage the patient to open up about their experiences, worries, and the impact of their diagnosis. Such engagement can lead to better understanding of their needs and can inform subsequent actions, whether that involves counseling, support groups, or family involvement. While referring them to a psychiatrist, suggesting a support group, or contacting their family for support are also valuable actions, they may not address the immediate emotional and psychological needs of the patient. The act of providing comfort and listening can often pave the way for those additional steps to be taken more effectively later on. Hence, prioritizing the patient's emotional state is essential in case management, especially in sensitive situations like a cancer diagnosis.

### **3. Why is it significant to establish measurable goals in case management?**

- A. It allows for patient satisfaction surveys**
- B. Measurable goals help in billing patients effectively**
- C. Measurable goals allow for tracking progress and evaluating interventions**
- D. It ensures that all healthcare providers agree on patient decisions**

Establishing measurable goals in case management is crucial because it provides a framework for tracking progress and evaluating the effectiveness of interventions. When goals are defined in quantifiable terms, case managers can monitor a patient's journey towards achieving those goals over time. This process enables the identification of what strategies are successful and which may need adjustment. For instance, if a goal is set for a patient to reduce their blood pressure by a certain number of points within a specified timeframe, the case manager can regularly assess blood pressure readings to determine whether the interventions being applied—such as medication adjustments, lifestyle changes, or therapy—are effective. This ability to measure progress not only guides clinical decision-making but also fosters accountability and ensures that interventions are patient-centered and outcome-focused. In contrast, while patient satisfaction surveys and billing may be related to the overall management of care, they do not inherently relate to the establishment and tracking of specific patient health outcomes. Similarly, while agreement among healthcare providers is important for coordinated care, it does not directly contribute to the measurement of patient progress or the evaluation of the effectiveness of interventions. Thus, the significance of measurable goals lies primarily in their role in enhancing the quality and effectiveness of care through systematic evaluation.

### **4. What role does data collection serve in the field of case management?**

- A. It enhances patient relationships.**
- B. It supports therapy sessions.**
- C. It informs assessment processes.**
- D. It validates personal biases.**

Data collection serves a critical role in case management by informing assessment processes. This process is essential because effective case management relies on gathering and analyzing relevant information about clients. Such data can include demographic details, medical history, treatment responses, and psychosocial factors, all of which help create a comprehensive understanding of each client's unique situation. By utilizing data, case managers can identify needs, track progress, and evaluate outcomes over time. This evidence-based approach ensures that decisions are grounded in objective information, which promotes more accurate assessments and tailored interventions. When data is systematically collected and analyzed, it becomes a powerful tool for improving service delivery and achieving better client outcomes. The reinforcement of patient relationships or support to therapy sessions, while important, is secondary to the foundational role that data collection plays in assessment. Validating personal biases contradicts the goals of case management, which seeks to rely on objective data to minimize subjectivity in decision-making. Therefore, understanding how data informs assessments emphasizes its fundamental importance in the case management process.

**5. How can health care providers ensure they effectively prepare patients for discharge?**

- A. By focusing solely on medical needs**
- B. By ensuring patients understand their treatment plans**
- C. By scheduling multiple follow-up visits**
- D. By minimizing discussions about potential risks**

Health care providers can ensure effective patient discharge preparation by emphasizing the importance of patients understanding their treatment plans. This understanding equips patients with the necessary knowledge about their health conditions, medications, follow-up appointments, and any lifestyle modifications they may need to make. When patients are well-informed, they are more likely to engage in their own care, adhere to prescriptions, and recognize warning signs that may require medical attention. The interaction surrounding the treatment plan also provides an opportunity for health care providers to address any questions or concerns patients may have, ensuring a smoother transition from hospital to home care. This proactive communication enhances patient confidence and promotes safety in their ongoing care journey, ultimately leading to better health outcomes. In contrast, focusing solely on medical needs overlooks the emotional and cognitive aspects of patient care. Scheduling multiple follow-up visits may not inherently improve patient understanding; it is the quality of the discharge education that contributes to effective recovery. Additionally, minimizing discussions about potential risks can leave patients unprepared for what to expect after discharge, increasing the risk of complications or readmissions.

**6. Why is interprofessional collaboration important in case management?**

- A. It reduces the need for patient communication**
- B. It helps ensure comprehensive and integrated care for the patient**
- C. It increases the costs of care delivery**
- D. It minimizes the roles of case managers**

Interprofessional collaboration is crucial in case management because it helps ensure comprehensive and integrated care for the patient. This approach involves multiple healthcare professionals from varied disciplines working together towards a common goal—providing holistic and patient-centered care. When healthcare providers collaborate, they can combine their expertise, share insights, and coordinate treatment plans that consider all aspects of a patient's health, including physical, emotional, and social factors. This integration not only enhances the quality of care but also improves patient outcomes, as it allows for a more thorough understanding of the patient's needs and circumstances. Moreover, this teamwork can help identify potential gaps in care, streamline processes, and provide support across different services and settings, leading to a more efficient healthcare experience for patients. By working together, health professionals can communicate effectively about patient progress and make necessary adjustments to care plans in real-time, resulting in better management of patient needs and preferences.

**7. What does the term "discharge planning" refer to in case management?**

- A. Preparing for a patient to begin their treatment**
- B. Preparing for a patient's transition from one care setting to another**
- C. Assessing a patient's eligibility for insurance coverage**
- D. Reviewing a patient's medical history**

"Discharge planning" specifically refers to the process of preparing for a patient's transition from one care setting to another, such as moving from a hospital to home or to a rehabilitation facility. This process is vital in case management because it ensures that the patient receives appropriate support and resources to maintain their health and well-being after leaving a care environment. This planning involves coordinating with healthcare providers, family members, and the patient to discuss follow-up care, medication management, home health services, and any other necessary arrangements. In contrast, the other choices focus on different aspects of patient care. Preparing for treatment relates to initial assessments before care begins, assessing insurance eligibility pertains to financial considerations rather than the transition process, and reviewing a patient's medical history involves gathering clinical information rather than organizing post-care support. Each of these elements plays a role in comprehensive patient management, but they do not directly define discharge planning, which centers on ensuring a smooth transition to the next phase of care.

**8. Which method is used by case managers to assess patient needs?**

- A. Only physical examinations**
- B. Standardized testing only**
- C. Comprehensive evaluations combining various assessments**
- D. Phone surveys alone**

The correct answer is comprehensive evaluations combining various assessments. This method allows case managers to gather a well-rounded understanding of a patient's needs, which is crucial for developing an effective care plan. Utilizing a combination of assessments—such as interviews, physical examinations, standardized tests, and observations—enables case managers to capture a holistic view of both the medical and psychosocial aspects of a patient's situation. This multifaceted approach ensures that all factors influencing a patient's health and wellbeing are considered, leading to more accurate assessments and tailored interventions. Other methods, like physical examinations or standardized testing alone, may provide valuable information, but they do not offer the full spectrum of data needed to understand the complexities of a patient's circumstances. Likewise, relying solely on phone surveys restricts the depth of insight a case manager can gather, as this method may limit interaction and the ability to explore nuanced issues that could affect the patient's care. Thus, comprehensive evaluations are essential for effectively addressing patient needs in case management.

9. Why is knowledge of community resources important for case managers?
- A. It helps them build relationships with healthcare providers
  - B. It enables them to connect patients with necessary support services in their area**
  - C. It allows them to inform patients about legal options
  - D. It assists them in managing case documentation effectively

Knowledge of community resources is essential for case managers because it directly enables them to connect patients with necessary support services available in their area. This understanding allows case managers to assess the specific needs of their clients and identify appropriate resources that can address those needs effectively. By being well-versed in local organizations, services, and programs, case managers can facilitate access to healthcare, financial assistance, counseling, and other relevant support options that can significantly improve a patient's quality of life and overall well-being. This capability contributes to a more holistic approach to case management, ensuring that patients receive comprehensive care that goes beyond medical treatment. By coordinating with community resources, case managers can empower patients and help them navigate challenges they may face in utilizing services, leading to more successful outcomes.

10. What would be your first intervention to educate an overwhelmed patient about their new diagnosis?
- A. Provide a detailed pamphlet with complex medical terminology
  - B. Involve family members in the conversation
  - C. Speak in plain language, simple terms, and not complex medical terms**
  - D. Schedule a follow-up appointment for more education

Choosing to speak in plain language and simple terms is essential when educating an overwhelmed patient about a new diagnosis. Patients may already be anxious or confused, and introducing complex medical terminology can exacerbate these feelings, making the situation even more daunting. By using clear and straightforward language, the healthcare provider can ensure that the patient not only understands their diagnosis but also feels more comfortable asking questions or expressing their concerns. This kind of communication fosters a supportive environment, which is crucial for patient engagement and adherence to treatment plans. Involving family members can be beneficial but might complicate communication if the patient prefers to speak privately. A detailed pamphlet may overwhelm the patient further, and scheduling a follow-up appointment may not address the immediate need for understanding at that moment. Therefore, starting with clear, simple language directly engages the patient in a way that promotes comprehension and reassurance.



## 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://reliascasemgmtassmt.examzify.com>**

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