



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION
DEPARTMENT OF MANAGEMENT

QUALIFICATION: Bachelor of Business & Information Administration	
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1st OPPORTUNITY EXAMINATION QUESTION PAPER	
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INSTRUCTIONS
a) Answer ALL the questions. b) Read all questions carefully before answering. c) Number answers according to the numbering structure provided in the question paper.

THIS EXAMINATION PAPER CONSISTS OF 5 PAGES
(INCLUDING THIS FRONT PAGE)

QUESTION 1

[20]

Identify the letter of the choice that best completes the statement or answers the question.

- 1.1 Place that would receive a patient who is critically injured.
- A. Clinic
 - B. Public health
 - C. Private practice
 - D. Hospital
 - E. Emergency room
- 1.2 The name of party who initiates a legal action against another.
- A. Statute
 - B. Mature minor
 - C. Plaintiff
 - D. Defendant
 - E. Planning
- 1.3 _____ is the introduction of sperm into the reproductive tract of a female by means other than sexual intercourse for impregnating the female.
- A. Artificial insemination
 - B. Amniocentesis
 - C. Reproductive rights
 - D. Surrogacy
 - E. In vitro fertilization
- 1.4 Why are new patients asked to arrive early for appointments?
- A. The assistant must check the credit history of new patients with the local credit bureau
 - B. Extra time is needed to complete the registration and medical history forms
 - C. Extra time is needed for laboratory tests to be run
 - D. To chat with the patient about issues of the day
 - E. None of the above
- 1.5 _____ is those beliefs, behaviours, and attitudes that are shared by a particular group of people and passes from one generation to the next.
- A. Diversity
 - B. Language barriers
 - C. Hippocratic oath
 - D. Culture
 - E. Ethics
- 1.6 Refers to the termination of pregnancy before the foetus is viable.
- A. Artificial insemination
 - B. Abortion
 - C. Reproductive rights
 - D. Surrogacy
 - E. In vitro fertilization

- 1.7 _____ are appointments made with departments, such as a laboratory or e-ray, to have a special diagnostic test performed.
- A. Referral appointments
 - B. Rescheduled appointments
 - C. Normal appointments
 - D. Ancillary appointments
 - E. Emergency appointments
- 1.8 Select the essential personal quality that a MOA should possess to be employed in the medical field.
- A. Empathy
 - B. Dependability
 - C. Confidentiality
 - D. Teamwork
 - E. All the above
- 1.9 Select the person that specialises by concentrating in operations related to the ear nose and throat.
- A. Obstetrician
 - B. Paediatrician
 - C. ENT specialist
 - D. Neurosurgeon
 - E. Gynaecologist
- 1.10 Read the statement regarding personal appearance of medical personnel and determine whether it is allowed in the medical fraternity.
- A. Visible tattoo
 - B. Jogging suit
 - C. Pierced tongue
 - D. Bright red nail polish
 - E. Not any of the above is allowed
- (10)**

Medical Office Assistants need to be familiar with a variety of medical abbreviations that are commonly used in the medical office. Indicate what the following abbreviations stand for.

- 1.11 ASA
- 1.12 chol
- 1.13 Dx
- 1.14 EMR
- 1.15 FH
- 1.16 gyn
- 1.17 HoH
- 1.18 LBP
- 1.19 SOAP
- 1.20 SOB

(10)

QUESTION 2 **Definition of Terms** **[20]**

Define the following terms. Pay attention to the mark allocation of each question.

- 2.1 Abandonment **[4]**
- 2.2 A medical emergency **[3]**
- 2.3 Pharmacist **[3]**
- 2.4 Confidentiality agreements **[4]**
- 2.5 Medical Office Assistant's must have broad knowledge of medical law and how it affects the individuals who work in a health care organisation.

- 2.5.1 Discuss the term "law". **(2)**

- 2.5.2 Distinguish between "civil law" and "criminal law" and illustrate with examples. **(4)**

QUESTION 3 **[20]**

- 3.1 A Medical Office Assistant might be required to act as a witness in court. The medical facility's attorney will instruct the assistant on the proper procedures in obeying the subpoena. Discuss what an assistant should do when he/she is expected to appear in court as a witness. **(6)**

- 3.2 Medical Office Assistants needs to possess certain qualities to be appointed in a medical facility. Discuss "compassion" and "teamwork" as two of these important qualities. **(6)**

- 3.3 Patients are the reason that a health care facility and its staff members provide services. A relative of yours learned that you are a Medical Information System student at NUST and wanted to know from you what the difference between a "clinic" and a "hospital" is as health care facility options available to patients. **(6)**

- 3.4 Medical Office Assistants deals with various types of appointments. Discuss a "cancelled appointment". **(2)**

QUESTION 4

[20]

- 4.1 You have been working at Lady Pohamba Hospital as a Medical Office Assistant for the past five years. The hospital has expanded tremendously, and they have appointed Simon lipinge as another Medical Office Assistant to assist you at the reception area. Since he is new, you had to advise her on the appropriate procedures on how to deal with “elderly” patients that are being admitted or coming for treatment to the hospital. **(5)**
- 4.2 The Health Profession Council of Namibia is made up of five councils and ensures that each council operates in their field of expertise. List the five councils that the Namibian Health Professions Council consist of. **(5)**
- 4.3 Discuss the influences of the Hippocratic Oath on modern-day medicine and how it affected the practice of medicine. **(5)**
- 4.4 A new employee has started working at Medi-Clinic as a Medical Office Assistant. She has no idea what this position all entails. Discuss with her the duties of a “Medical Office Assistant” that you have learned by studying Medical Information System at NUST. **(5)**

QUESTION 5

[20]

- 5.1 Rosalia Joseph, a close relative of you has recently loss one of her parents in a horrific car accident on the B1 road between Windhoek and Rehoboth. She has learned that you are a Medical Information System student at NUST. Name and explain to her the different Kubler-Ross stages of loss that she will encounter during the loss of her parent. **(10)**
- 5.2 Scheduling of appointments is one of the major duties of the Medical Office Assistant. Make a distinction between “computerised appointment scheduling” and “manual appointment scheduling”. **(6)**
- 5.3 Discuss four (4) advantages of a computerised appointment scheduling system. **(4)**