



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

DEPARTMENT OF MANAGEMENT

QUALIFICATION: Bachelor of Business & Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: Medical Information Systems 2A	COURSE CODE: MIS611S
DATE: July 2022	SESSION: 1
DURATION: 2 Hours	MARKS: 100

2nd OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER	MS A SCHROEDER
MODERATOR:	MS L BEUKES

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 6 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 Health care professionals are required to perform in a manner that is consistent with the expectations of their profession. This is a legal concept known as _____.
- A. Abandonment
 - B. Ethics
 - C. Litigation
 - D. Standards of care
 - E. Malpractice
- 1.2 Select the council that does not belong to the Health Professions Council of Namibia (HPCN).
- A. Social Work and Psychology Council
 - B. Nursing and Pharmacy Council
 - C. Medical and Dental Council
 - D. National Council
 - E. Allied Health Professions Council
- 1.3 Indicate the date at which Namibia inherited the Abortion and Sterilisation Act from South Africa.
- A. 1990
 - B. 1970
 - C. 1988
 - D. 1965
 - E. 1975
- 1.4 _____ is defined as any professional misconduct, unreasonable lack of skill or fidelity in professional duties, or illegal or immoral conduct.
- A. Legal proceedings
 - B. Risk management
 - C. Standards of care
 - D. Abandonment
 - E. Malpractice
- 1.5 Refers to a physician that treats disorders of the foot and the lower leg such as corns, lumps, and bunions, as well as foot disorders caused by diabetes.
- A. Plastic surgeon
 - B. Podiatrist
 - C. Radiologist
 - D. Urologist
 - E. Optometrist
- 1.6 _____ refers to the process of taking legal action.
- A. Plaintiff
 - B. Hippocratic oath
 - C. Litigation
 - D. Respondent
 - E. Malpractice

- 1.7 Is the medical practitioner or medical doctor who practices medicine and maintains or restores health through their work duties.
- A. Guarantor
 - B. Nurse
 - C. Litigation
 - D. Physician
 - E. Malpractice
- 1.8 _____ are appointments made with a specialist to see the patient regarding medical concerns.
- A. Cancelled appointments
 - B. Rescheduled appointments
 - C. Referral appointments
 - D. Ancillary appointments
 - E. Multiple appointments
- 1.9 _____ refers to device that receives and displays alphanumeric messages and or receives and announces voice messages.
- A. Protocol
 - B. Emergency
 - C. Headset
 - D. Web directory
 - E. Pager
- 1.10 Which of the following information does not form part of a patient's registration information?
- A. Contact number
 - B. Place of employment
 - C. Favourite holiday destination
 - D. Full names and surname
 - E. Medical aid number
- (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 AD
 - 1.12 BCP
 - 1.13 Bx
 - 1.14 CS
 - 1.15 ER
 - 1.16 FBS
 - 1.17 HTN
 - 1.18 LMP
 - 1.19 MS
 - 1.20 pt
- (10)**

QUESTION 2 Definition of Terms [20]

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

- 2.1 Surrogacy [3]
- 2.2 No shows [3]
- 2.3 Internship [4]
- 2.4 Patient registration [4]
- 2.5 Gynaecologist [3]
- 2.6 Walk-in patients [3]

QUESTION 3 [20]

- 3.1 A relative of you have started working at Medi-Clinic as a theatre scheduler. She has no idea what this position all entails. Enlighten her on the duties of a “theatre scheduler” that you have learned by studying Medical Information System at NUST. (6)
- 3.2 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 the difference between “medical centres” and “care facilities” as health care facilities options available to patients. (6)
- 3.3 Professional appearance is a key factor to any Medical Office Assistants. Discuss how a MOA should appear in front of her patients by elaborating on the “appropriate attire” and “inappropriate attire”. (8)

QUESTION 4 [20]

- 4.1 You have been working at Rhino Park Hospital as a Medical Office Assistant for the past five years. The hospital has expanded tremendously, and they have appointed Selma Nantana as another Medical Office Assistant to assist you at the reception area. Since she is new, you had to advise her on the appropriate procedures on how to deal with “children” that are being admitted or coming for treatment to the hospital. (5)
- 4.2 Medical Office Assistants deals with specific patients’ groups daily. Distinguish between five appropriate procedures with “patients with disabilities” and five appropriate hints that a Medical Officer Assistant should keep in mind when dealing with “violent patients”. (10)
- 4.3 Medical Office Assistant’s will deal with internal and external clients. Discuss the essentials tips that he/she should remember when communicating with your supervisor. (5)

QUESTION 5

[20]

- 5.1 Medical Office Assistants needs to possess certain qualities to be appointed in a medical facility. Discuss “empathy” and “confidentiality” as two of these important qualities. **(6)**
- 5.2 Languages barriers can be a huge challenge in the medical facility. Discuss how the medical facility personnel can go about to deal with patients who only knows English as a second language. **(4)**
- 5.3 Medical personnel need to be familiar with a medical emergency. List any five (5) “prospective emergency conditions” that he/she needs to be aware of. **(10)**