



**PAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF MANAGEMENT SCIENCES**

**DEPARTMENT OF MANAGEMENT**

<b>QUALIFICATION:</b> Bachelor of Business and Information Administration	
<b>QUALIFICATION CODE:</b> 07BBIA	<b>LEVEL:</b> 6
<b>COURSE CODE:</b> MIS621S	<b>COURSE NAME:</b> Medical Information Systems
<b>SESSION:</b> November 2019	<b>PAPER:</b> 1
<b>DURATION:</b> 2 Hours	<b>MARKS:</b> 100

<b>FIRST OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	Ms A Schroeder
<b>MODERATOR:</b>	Ms L Beukes

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. You must answer ALL four (4) questions.</li><li>2. Read questions carefully before answering.</li><li>3. Please number your answers clearly.</li><li>4. Make sure your student number appears on the answering script.</li></ol>

**PERMISSIBLE MATERIALS**

1. Examination paper.
2. Examination script.

**THIS QUESTION PAPER CONSISTS OF 4 PAGES** (Including this front page)

**QUESTION 1**

10 x 2 = [20]

Read each statement or question and choose the answer that best completes the statement or question. Only write the appropriate letter next to the question number.

- 1.1 Color coding medical records will:
- a) Eliminate the need to perform quantitative analysis on medical records
  - b) Increase the time required to file records
  - c) Reduce the number of medical records required
  - d) Make it easier to locate records
  - e) None of the above
- 1.2 Which of the following must be signed when a patient wants his records transferred from one health care facility to another?
- a) Notice of Privacy Practices
  - b) Release of Information
  - c) Confidentiality Agreement
  - d) All of the above
  - e) None of the above
- 1.3 Which of the following is true about billing for a missed appointment?
- a) Patients should always be charged for missed appointments
  - b) The AMA has notified physicians that it is illegal to charge for missed appointments
  - c) A medical office should establish a policy for charges for missed appointments
  - d) A physician who has only a few patients scheduled every day probably will not notice missed appointments in the schedule
  - e) None of the above
- 1.4 All of the following are true regarding numerical filing except:
- a) Numbers are used only once
  - b) Terminal digit filing involves breaking a chart number into different parts when determining the location for filing
  - c) There is a greater chance of misfiling with a numerical system than with an alphabetical system
  - d) A number can be more confidential than a name
  - e) None of the above
- 1.5 \_\_\_\_\_ involves directing and organising all activities related to keeping and caring for information of patients.
- a) Patient confidentiality
  - b) Medical billing
  - c) SOAP method
  - d) Medical transcription
  - e) Health Information Management
- 1.6 A basic medical record of a patient may contain the following except:
- a) Progress notes
  - b) Medication records
  - c) Medical history
  - d) Summary sheet
  - e) Obituaries

- 1.7 Report that documents a surgical procedure step by step.
- Pathology report
  - Consultation
  - Operative report
  - Progress notes
  - None of the above
- 1.8 A chronological record of a patient's visits to the doctor.
- Correspondence
  - Summary sheet
  - Progress notes
  - Discharge summary
  - None of the above
- 1.9 The first method used to attempt to collect debt might be:
- Calling the guarantor at work
  - Writing a letter to the guarantor
  - Adding a dunning message to the guarantor's statement
  - Asking the patient in person for a payment
  - None of the above
- 1.10 HPCNA stands for:
- Heritage Professional Council in Namibia
  - Homogenous Profession Committee in Namibia
  - Habituate Professional Country in Namibia
  - Homeowners Protector Commission in Namibia
  - Health Professional Council in Namibia

## **QUESTION 2**

**[30]**

- 2.1 Health providers must put measures in place at their facilities/practices to protect electronic health information of their patients. Explain four (4) different ways how a practice can protect their electronic health information. **(4)**
- 2.2 Keeping of medical records are very important for all practices. Discuss the reasons why it is essential to keep medical records. **(4)**
- 2.3 Mr R Haifeta has started working as the new Medical Office Assistant at Rhino Park Hospital. You have been in this position for four years. You must give him orientation about the retention and disposal of records at Rhino Park Hospital by explaining the difference between active, inactive and closed records to him. **(6)**
- 2.4 Medical Administrative Assistant's needs to familiar with numerous acronyms used in the medical fraternity. Define an EHR and indicate what the abbreviation stands for. **(2)**
- 2.5 Discuss the advantages of EHR. **(6)**
- 2.6 One of the most common methods of documenting patient visits in a file note involves the use of the SOAP method. Discuss what happens at each of the four methods of SOAP. **(8)**

**QUESTION 3**

[25]

- 3.1 A new employee known as Ms Eve Roberts has started to work at the reception area of Dr Walleinstein's Dental Practice in Windhoek where they daily deal with patients that make appointment and not turning up. The practice has a policy on charging for missed appointments. As a Medical Information Systems student, explain to her how to go about in dealing with missed appointments when it come billing at Dr Walleinstein's Dental Practice. (4)
- 3.2 Medical Office Assistant's deal with different legal and ethical issues in medical billing. Discuss a MOA's responsibilities when he/she has to deal with estate claims. (10)
- 3.3 Fees for medical services various extremely particularly in the private sector. Identify and discuss four (4) factors that may influence medical fees. (8)
- 3.4 Indicate what do the following acronyms stand for?
- 3.4.1 NAMAF (1)
- 3.4.2 SOMR (1)
- 3.4.3 STD (1)

**QUESTION 4**

[25]

- 4.1 Medical aid schemes and health care insurance programme face tremendous problems related to medical aid and health insurance benefits. Discuss five (5) of the most common fraud or abuse practices that medical aid schemes and health care insurance companies have to deal with. (10)
- 4.2 NAMFISA is an independent institution established by virtue of Act No. 3 of 2001. Discuss the three (3) main functions of NAMFISA stipulated in the NAMFISA act. (6)
- 4.3 Define the term "confidentiality agreements" in the medical health management. (3)
- 4.4 Freddy Shipanga has recently started working as a health professional at Lady Pohamba private hospital. He has been asked to release information about a certain patient that has recently been diagnosed with prostate cancer. You have been working at the same hospital for four years and have been asked to inform him on the three (3) guidelines that should be followed when releasing patient information. (6)



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<b>FIRST OPPORTUNITY MEMORANDUM</b>	
<b>EXAMINER(S)</b>	Ms A Schroeder
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**PERMISSIBLE MATERIALS**

1. Examination paper.
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**QUESTION 1**

10 x 2 = [20]

Read each statement or question and choose the answer that best completes the statement or question.

- 1.1 D
- 1.2 B
- 1.3 C
- 1.4 C
- 1.5 E
- 1.6 E
- 1.7 D
- 1.8 C
- 1.9 D
- 1.10 E

**QUESTION 2**

[30]

- 2.1 Health providers must put measures in place at their facilities/practices to protect electronic health information of their patients. Explain four (4) different ways how a practice can protect their electronic health information. (4)
- Restrict employees' access to only those parts of a computer system necessary to do their job.
  - Track employees' use of the computer system.
  - Require employee use of a password to access a computer system
  - Provide a secure environment for the computer system, e.g., use screensavers
- 2.2 Keeping of medical records are very important for all practices. Discuss the reasons why it is essential to keep medical records. (4)
- To record the care or service given to a patient...thus developing a historical record. No one can remember everything.
  - Medical records also used for legal purposes. Suppose a worker wants to sue for occupational injuries, the patient's medical record would be entered as evidence in court.
  - Sometimes, a health care provider is the defendant in a malpractice suit. The medical record then provides proof of the treatments and advice the patient was given and actually may be used as evidence in support of or against the provider
  - May be needed also by medical aid companies

2.3 Mr R Haifeta has started working as the new Medical Office Assistant at Rhino Park Hospital. You have been in this position for four years. You must give him orientation about the retention and disposal of records at Rhino Park Hospital by explaining the difference between active, inactive and closed records to him. (6)

- Patients who are currently busy with or have recently undergone treatment are having Active records.
- Inactive records are records of patients who have not receive treatment over a specified period, perhaps 6 months or 1 year.
- Closed records are records of patients who have died, who have moved from the area, of who will likely not return for treatment in the future.

2.4 Medical Administrative Assistant's needs to familiar with numerous acronyms used in the medical fraternity. Define an EHR and indicate what the abbreviation stands for. (2)

Electronic Health Record is the digital version of an individual's medical data.

2.5 Discuss the advantages of EHR. (6)

- Providing accurate, up-to-date, and complete information about patients at the point of care,
- Enabling quick access to patient records for more coordinated, efficient care,
- Securely sharing electronic information with patients and other clinicians,
- Helping providers more effectively diagnose patients, reduce medical errors, and provide safer care,
- Improving patient and provider interaction and communication, as well as health care convenience,
- Enabling safer, more reliable prescribing
- Helping promote legible, complete documentation and accurate, streamlined coding and billing,
- Enhancing privacy and security of patient data,
- Helping providers improve productivity and work-life balance,
- Enabling providers to improve efficiency and meet their business goals,
- Reducing costs through decreased paperwork, improved safety, reduced duplication of testing, and improved health.

(Any 6)

2.6 One of the most common methods of documenting patient visits in a file note involves the use of the SOAP method. Discuss what happens at each of the four methods of SOAP. (8)

- **Subjective**  
This part of the file contains the notes of the patient's reason for the visit. Subjective information is the patient's explanation of his or her illness. It is the chief complaint of the patient
- **Objective**  
After interview the patient, the doctor conducts a physical examination to investigate the patient's complaint. This is known as the objective part of the examination. The patient's gender, vital signs, are under this section.
- **Assessment**  
In this part of the file note, the doctor, having considered the subjective and objective information gathered during the examination, arrives at a conclusion. This conclusion is known as the diagnosis, assessment, or impression.
- **Plan**  
Once the doctor has determined a diagnosis, he or she recommends a treatment plan.

**QUESTION 3**

**[25]**

3.1 A new employee known as Ms Eve Roberts has started to work at the reception area of Dr Walleinstein's Dental Practice in Windhoek where they daily deal with patients that make appointment and not turning up. The practice has a policy on charging for missed appointments. As a Medical Information Systems student, explain to her how to go about in dealing with missed appointments when it come billing at Dr Walleinstein's Dental Practice. **(4)**

- Patients can be charged for missed appointments if they have notified in advance that they will be charges for missed visits
- Providers that charge for missed appointments should make their policy clearly known to their patients
- Notices about charges for missing appointments can be put up at the practice/medical facility or these notices can be placed on monthly statements of patients
- Some practices even make their patient's sign a notice that they are aware of their policy about charges for not pitching for appointments

3.2 Medical Office Assistant's deal with different legal and ethical issues in medical billing. Discuss a MOA's responsibilities when he/she must deal with estate claims. **(10)**

- When a patient dies, it is important to determine whether any charges pertaining to the patient are owed
- MOA should review obituaries in local newspapers daily
- Sometimes a physician may notify an assistant of a patient's death
- An assistant should be mindful of the need for the patient's family to grieve
- MOA should remember that the law dictates how outstanding bills of the deceased are paid  
(5 x 2)

3.3 Fees for medical services various extremely particularly in the private sector. Identify and discuss four (4) factors that may influence medical fees. **(8)**

- Outside factors such **local economy, cost of living** and **competition** all have an impact on charges for a medical procedure
- Charges for medical procedures various throughout the country
- Length the doctor spends with the patient
- Complexity of the patient's condition
- Medical aids have established maximum amounts that may be charged  
(Any 4 x 2)

3.4 Indicate what do the following acronyms stand for?

3.4.1 NAMAF: Namibia Association of Medical Aid Funds **(1)**

3.4.2 SOMR: Source-oriented medical record **(1)**

3.4.3 STD: Sexually transmitted disease **(1)**



**QUESTION 4**

**[25]**

4.1 Medical aid schemes and health care insurance programme face tremendous problems related to medical aid and health insurance benefits. Discuss five (5) of the most common fraud or abuse practices that medical aid schemes and health care insurance companies must deal with. **(10)**

- Billing for services not rendered (over billing)
- Using incorrect codes for services (at a higher tariff)
- Waiving of deductibles and/or co-payments
- Billing for a non-covered service as a covered one
- Unnecessary or false prescribing of drugs
- Corruption due to kickbacks and bribery
- Billing for unnecessary tests
- Billing used items as new
- Faking credentials

(Any 5 x 2)

4.2 NAMFISA is an independent institution established by virtue of Act No. 3 of 2001. Discuss the three (3) main functions of NAMFISA stipulated in the NAMFISA act. **(6)**

- Exercise supervision over the business of financial institution over financial services.
- Advise the Minister of Finance on matters related to financial institutions and financial services.
- Supervise, monitor and enforce compliance with the Financial Intelligence Act, 2012(Act No. 13 of 2012) in respect of all accountable and reporting supervised by NAMFISA in terms of the NAMFISA Act.

(3 x 2)

4.3 Define the term “confidentiality agreements” in the medical health management. **(3)**

- It is essential that ALL employees including the Medical Office Administrators, who begin employment in any type of health care facility are required to sign a confidentiality agreement.
- No matter where employees may work within a health care facility, they may come into contact with a patient's medical information.
- Such an agreement should include a definition of confidential information and the expectation of keeping information confidential, as well as the consequences of breaching confidentiality
- Consequences often include termination of employment

4.4 Freddy Shipanga has recently started working as a health professional at Lady Pohamba private hospital. He has been asked to release information about a certain patient that has recently been diagnosed with prostate cancer. You have been working at the same hospital for four years and have been asked to inform him on the three (3) guidelines that should be followed when releasing patient information. **(6)**

- Seek patients' consent to disclosure of information wherever possible, whether he or she judges that patients can be identified from the disclosure;
- Anonymise data where unidentifiable data will serve the purpose;
- Keep disclosures to the minimum necessary.

(3 x 2)