

**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF MANAGEMENT

QUALIFICATION: Bachelor of Business and Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE CODE: MIS621S	COURSE NAME: Medical Information Systems
SESSION: January 2020	PAPER: 1
DURATION: 2 Hours	MARKS: 100

SECOND OPPORTUNITY/ SUPPLEMENTARY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms A Schroeder
MODERATOR:	Ms L Beukes

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

PERMISSIBLE MATERIALS

1. Examination paper.
2. Examination script.

THIS QUESTION PAPER CONSISTS OF 5 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 All of the following are Patient's rights in Namibia except.
- a) Access to healthcare
 - b) Free tertiary education
 - c) Choice of health services
 - d) Complaints about health services
 - e) Confidentiality and privacy
- 1.2 _____ refers to the term where patients want to have certainty and trust that their medical histories and treatment will be kept confidential.
- a) Medical history
 - b) Patient's rights
 - c) Patient confidentiality
 - d) Patient's medical record
 - e) Patient's death notice for creditors
- 1.3 Documents the results of a study on body tissue
- a) Radiology report
 - b) Autopsy report
 - c) Consultation
 - d) Summary sheet
 - e) Pathology report
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- 1.4 Select the medical aid fund that is **not** affiliated with NAMAF.
- a) Bankmed Medical Aid Fund
 - b) Renaissance Medical Aid Fund
 - c) Napotel Medical Aid Fund
 - d) Social Security Commission
 - e) Methealth Namibia
- 1.5 NHP stands for:
- a) Namibia Heritage Plan
 - b) Namibia Health Plan
 - c) Namibian Health Platinum
 - d) Namibian Hiring Plan
 - e) Natural Health Plan
- 1.5 Methealth Namibia Pty Ltd is an independent Namibian company that provides administrative and manages health care services to which medical aid funds?
- a) PSEMAS, Bankmed and NMC
 - b) NHP, Nammed and Napotel medical aid funds
 - c) Social Security Commission, Heritage Health and Renaissance medical aid funds
 - d) Road Contractor Company, Namdeb and NMC medical funds
 - e) None of the above

- 1.6 Two options of the NMC medical aid fund are:
a) Essential and basic plan options
b) Jade and topaz options
c) Moringa and aloe vera options
d) None of the above
e) All the above
- 1.7 Paediatric patient is a patient:
a) Younger than 7 years
b) Older than 10 years
c) Younger than 14 years
d) Older than 21 years
e) Older than 14 years
- 1.8 It is essential that all the steps in the claim's preparation process be carefully followed and without any mistakes. A claim that does not follow all the steps will be:
a) Cancelled
b) Not paid out
c) Destroyed
d) Rejected
e) All the above
- 1.9 Refers to the person who holds the insurance policy:
a) Premium
b) Insurer
c) Insured
d) Beneficiaries
e) Competitor
- 1.10 The abbreviation NAMAFA stands for:
a) Namibia Assurance Medical Assistance Funds
b) Namibian Assembly Medication Assistance Funds
c) Namibia Assistant Medicine Aids Funds
d) Namibia Association of Medical Aid Funds
e) Namibian Association Medicine Assistance Funds




QUESTION 2

[30]

- 2.1 Medical practices may select to have a manual or computerised booking keeping system. Examine five (5) advantages of a computerised system. **(5)**
- 2.2 Medical Office Assistants will deal with a variety of patients daily. Discuss the billing basics that he/she must keep in mind when it comes to the charges for minors. **(4)**
- 2.3 Hospitals, clinics and medical practices have to face many challenges in the use of EHR. Name and discuss any four (4) of these challenges that businesses may face. **(8)**
- 2.4 Selma Shikongo has recently started working as a Medical Office Administrator (MOA) at Rhino Park Hospital. She has been assigned to you, since you have been working at the same hospital for four years. Your task is to brief her on what the responsibilities of a MOA all entails. **(10)**
- 2.5 Medical practices may choose from a variety of filing methods. List three (3) filing methods that medical practices may use. **[3]**
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QUESTION 3

[25]

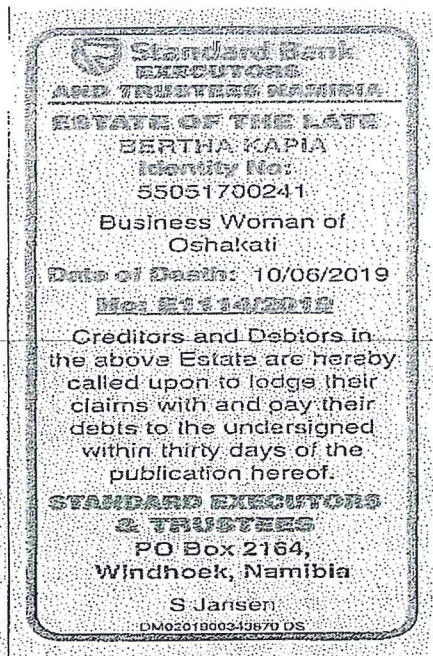
- 3.1 Discuss the two (2) sets of skills you need to have to be an effective medical transcriber. (4)
- 3.2 A superbill is a document from which the patient's bill is generated and contains the patient's diagnosis and list of charges. Discuss the two (2) ways in which a superbill can be produced. [4]
- 3.3 Organisations may opt for manual or electronic filing in processing of claims in their practices. Discuss four (4) advantages of electronic filing of claims. (8)
- 3.4 Abbreviations are commonly used in the medical sphere. Indicate what the following abbreviations and symbols stand for.
- 3.4.1 NAMFISA (1)
- 3.4.2 PSEMAS (1)
- 3.4.3 FM (1)
- 3.4.4  (1)
- 3.4.5 ER (1)
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- 3.4.6 POMR (1)
- 3.4.7 ICU (1)
- 3.4.8  (1)
- 3.4.9  (1)

QUESTION 4

[25]

- 4.1 There are different stakeholders involved in the medical aid industry. Discuss six (6) roles of the fund as one of these medical industry stakeholders. **(6)**
- 4.2 Mr Bob Sebango has started to work a new employee as a Medical Office Assistant at Medi-clinic private hospital in Swakopmund. You have been working at the same hospital for five years and have been asked to enlighten him on three (3) aspects how the assignment of benefits works. **(6)**
- 4.3 Medical aid schemes and health care insurance programme face tremendous challenges related to legal and ethical issues in medical billing. Discuss five (5) issues of billing fraud that medical facilities have to deal with. **(5)**

4.4



Source: The Republikein, 23 August 2019

Obituaries appear regularly in local newspapers. Discuss the main reason why such notices appear. **(2)**

- 4.5 List four (4) medical aid funds used by employees that have medical aid cover in Namibia. **(4)**
- 4.6 It is essential that the medical professional talks the same language when it comes to the processing of medical claims. Define the term “medical coding”. **(2)**