



**PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE; HUMAN SCIENCE AND EDUCATION

Department of Management

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| QUALIFICATION: Bachelor of Business and Information Administration | |
| QUALIFICATION CODE: 07BBIA | LEVEL: 6 |
| COURSE: Medical Office Applications 2A | COURSE CODE: MOA611S |
| DATE: JUNE 2022 | SESSION: FACE-TO-FACE |
| DURATION: 3 Hours | MARKS: 160 |

| | |
|---|---------------------|
| FIRST OPPORTUNITY - QUESTION PAPER | |
| EXAMINER(S) | Ms L Beukes |
| MODERATOR: | Ms D Olivier |

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| INSTRUCTIONS |
| <ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Make sure your name, surname, question number and the date appear in the Header and Footer. |

THIS PAPER CONSISTS OF 8 PAGES (Excluding this front page)

Question 1**Marks: 20**

As the Office Administrator in the Marketing Department of Indongo Motors, you have been tasked to co-ordinate the planning process for their annual event for the **Father-son team building**. This fun but relationship building event is scheduled for Saturday, the 6th August 2022. Preparations for the planning will start from the 11th July 2022.

The planning of the event is made up of the following tasks and resources:

| NR | NAME OF TASK | TASK DURATION | RESOURCES |
|-----|---------------------------------|---------------|-----------|
| 1. | Book a Venue | 1 Day | Angela |
| 2. | Set up a Budget | 2 Days | Clemens |
| 3. | Music and Entertainment | 3 Days | Selma |
| 4. | Confirm Keynote Speaker | 2 Days | Selma |
| 5. | Arrange for Prizes | 3 Days | Clemens |
| 6 | Catering Arrangements | 2 Days | Selma |
| 7. | Master of Ceremonies | 2 Days | Angela |
| 8. | Photographer and Media Coverage | 2 Days | Selma |
| 9. | Printing of T-shirts | 2 Days | Clemens |
| 10. | Final check-ups and logistics | 1 Day | Angela |

1. The Milestones for this event will be the following:

Deposit of 60 % to be paid to:

- a) Music and Entertainment
- b) Photographer
- c) Printing of T-shirts

Full Payments to be made for the:

- a) Venue
- b) Prizes
- c) Catering

2. Please add predecessors for each milestone.
3. Assign resources to the tasks as indicated above.
4. Insert your Name in the Header, save your document and print only page 1 and 2.

Question 2**Marks: 20**

Use MS Word to type the following template and table. Adhere to all the instructions.

1. Please open the MS Word template called **Flyer accessibility guide**.
2. Event Title – Pizza Specials
3. Event Subtitle – Delete with space.
4. Date/Time – 25 May 2022, 18:00
5. Address – DEBONAIRS, MAERUA, WINDHOEK.
6. Use the draw table tool to create the table and type the text in the font Colonna MT, font size 12, as shown in the template below.

| FLAVOURS | QUANTITY | COST PER UNIT | TOTAL COST |
|---------------|----------|---------------------|---------------|
| BBQ Chicken | 7 | 65.00 | |
| Hawaiian | 10 | 90.00 | |
| Margarietha | 8 | 75.00 | |
| Meaty Special | 12 | 46.50 | |
| Sweet & Sour | 15 | 68.00 | |

Adhere to the following editing instructions for the table:

1. Draw the Table
2. Auto fit to content
3. Align Table: Right with a positioning of 0.2" between the text and the table. and the row height 0.3"
4. Increase row for Column Headings to insert a wrap text for Cost per Unit & Total Cost.
5. Column Headings: Bold, u/c
6. Perform the following Calculations: Total Cost for all the Pizzas
7. Add a Total row at the bottom to calculate the totals of all the columns.
8. Type the following text in Colonna MT, size 12 to fit next to the table:
9. Save the document as Question 1 – Flyer Pizza Specials and your name in brackets).

At Debonairs, we offer our customers the hottest and freshest pizzas with abundant toppings and amazing sauces. We are committed to providing our customers with value-for-their money. At Debonairs, we bring people together. Try something amazing!

Question 3

Marks: 30

Type the following **Informational Letter** as the Main Document, as a standardised letter for your clients. Use the table below to create a mailing list of all the clients. Merge the two documents to create a personalised letter. Use font Arial, size 12.

Print only the letter for Zelda Abrahams, the Mailing List as well as the Mail merged document.

Today's Date

Dear Sir or Madam

Personnel Number: «STAFF NR»
Surname: «FAMILY NAME»
First Name: «NAME»
Date of Birth: «BIRTH DATE»
Tin Number: «TIN NR»

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You receive a housing ^{Payment} allowance as per your salary and receive a tax benefit on one third of that amount.

The tax benefit is calculated on the lesser of your actual monthly rental or bond repayment ~~OR the amount of your allowance~~. Should your ^{Payment} allowance exceed the ~~repayment/actual expense~~, you will be fully taxed on the ^{additional} excess amount.

Structure

implemented

We have calculated the ^{extra} excess amount for you and below are the amounts to be completed as housing ^{payments} allowance and other ^{payments} allowance when you complete your income tax return.

Because of the new changes we need to categorise the excess housing allowance amount as other allowance as it is fully taxable.

| | |
|---|-------------|
| Housing allowance | <<HOUSING>> |
| Other allowance (Housing Excess) | <<OTHER>> |
| Total Housing allowance as per PAYE5 certificate. | <<TOTAL>> |

Please attach a copy of this letter to your return when submitting your 2022 return.

TYPYST:
Please use the drawing tool to draw a table and insert the information.

MAILING LIST

| STAFF NR | FAMILY NAME | NAME | BIRTH DATE | TIN NR | HOUSING | OTHER | TOTAL |
|-----------|-------------|--------|------------|---------|-----------|-----------|------------|
| 100252545 | Davids | Gerson | 25-Jan-88 | TIN1254 | 90,624.28 | 89,953.44 | 180,577.72 |
| 100252546 | Abrahams | Zelda | 30-Apr-89 | TIN1255 | 90,625.29 | 90,953.44 | 181,578.73 |
| 100252547 | Green | Felix | 15-Jun-90 | TIN1256 | 90,626.30 | 91,953.44 | 182,579.74 |
| 100252548 | Tjitunga | Aletta | 20-Aug-91 | TIN1257 | 90,627.31 | 92,953.44 | 183,580.75 |
| 100252549 | Jansen | Helmut | 10-Oct-92 | TIN1258 | 90,628.32 | 93,953.44 | 184,581.76 |

| | INSTRUCTIONS |
|--|--|
| | <p>Table in Excel:</p> <ol style="list-style-type: none"> 1. Use Font Calibri, 12 2. Column Headings: Bold, u/c, size 14, Row Height: 35 3. All Borders 4. Rest of row: Row Height: 30 5. Add N\$ to all the amounts. 6. Print Mailing List in Landscape. |

QUESTION 4**MARKS: 30**

Retrieve Question 4 – Pivot Table (Car Sales) from your M-drive and adhere to the instructions that follow.

Instructions:

1. Retrieve the following table in Excel and save the workbook as: Question 4 -Pivot Table.
2. Rename sheet1 to Original.
3. Make a copy of table in Original and rename the new sheet as Car Sales.
4. On the Sheet of Car Sales, insert 2 rows above the column headings.
5. Insert Main Heading in row 1 - Namibian Car Dealers - 2022.
(U/C, Bold, Merge & Centre, Comic Sans, 16).
6. **Edit the table as follows:**
 - 6.1 Change the font of the entire table to Comic Sans font size 12.
 - 6.2 Change the column headings to font size (12), bold, u/c.
 - 6.3 Fill Column Headings (White Background 1, Darker 5%) row height pixel 50.
7. Resize columns headings and change the row height of the rest of the table to 35 pixels.
8. Select the Original sheet and create a PivotTable.
9. Rename new worksheet as Report.
10. From the PivotTable Field List choose Final price by Agency *to be displayed in the Report*.
 - 10.1 Move Values to Column Label and Colour and Agency to row label.
11. Create a PIE chart from the Table.
 - 11.1 Insert Chart Title - NAMIBIAN CAR SALES (Bold, u/c).
 - 11.2 Select Style 9 from the chart styles.
 - 11.3 Make sure both the table and chart fit on one sheet and print.
 - 11.4 Insert your name and student nr in the header before printing.
 - 11.5 Please print the Original, Formatted Table as well as the Report.

QUESTION 5**MARKS: 60**

Start Elixir and log into the General Practice option.

Medipark Ongwediva, recently opened their doors. You are privilege to be their first Medical Office Administrator to help them set up their new practice. Use the following information to set up the practice. Please add column heading from the customize property list the columns that are missing.

1. Start by creating Service Providers for the practice.

| Provider | Email Addresses | Discipline | HPCSA NR | Cellular | Dispensing | Dispensing Registration |
|--------------------|-----------------------|------------------------|----------|------------|------------|-------------------------|
| Dr Siebert Hangula | shangula@gmail.com | General Surgeon | 00656568 | 0812323561 | Yes | 4562461 |
| Dr Daniel Wolff | dwolff@mweb.na | Homeopath | 00756569 | 0812323562 | Yes | 4572462 |
| Dr Gerald Green | ggreen@iway.na | Medical Oncologist | 00856570 | 0812323563 | No | - |
| Dr Brian Blake | bblake@hotmail.com | Neurologist | 00956571 | 0812323564 | Yes | 4592464 |
| Dr Selma Lutz | slutz@africaonline.na | Optometrist | 00106572 | 0812323565 | No | - |
| Dr Zelda Kotze | zkotze@gmail.com | Occupational Therapist | 00116573 | 0812323566 | Yes | 4602465 |

2. Create the following accounts for each patient.

| Surname | Intials | First name | ID NUMBERS | Postal Address | Town | Medical AID | Email Address | Provider |
|----------|---------|------------|---------------|----------------|------------|-----------------|---------------------|--------------------|
| | | | | | | Scheme | | |
| Oshile | S | Shameema | 1503800021540 | PO Box 9700 | WINDHOEK | HERITAGE HEALTH | oshiles@mweb@na | Dr Siebert Hangula |
| Mentoor | S | Sunde | 2002882589001 | PO Box 401 | SWAKOPMUND | NHP GOLD | mentoors@mweb.na | Dr Daniel Wolff |
| Niizimba | N | Joeline | 1203900010235 | PO Box 571 | OHANGWENA | NMC SAPHIRE | jniizimba@gmail.com | Dr Gerald Green |
| Ashikono | F | Fiina | 1012800025251 | PO Box 1041 | WINDHOEK | NHP BRONZE | fashikono@iway.com | Dr Brian Blake |
| Assegai | G | Gert | 1501750012457 | PO Box 235 | SWAKOPMUND | COMPLIMED PLUS | assegaig@nust.na | Dr Selma Lutz |
| Menette | C | Carlos | 2604450001245 | PO Box 731 | SWAKOPMUND | METHEALTH | cmenette@gmail.com | Dr Zelda Kotze |

3. Insert the following **Accounting groups** to your Database:

- 3.1 Normal – White
- 3.2 Bad Debts – Yellow
- 3.3 Paper claims – Green
- 3.4 Handed over – Blue

4. Set up the following **clinics**:

- 4.1 Ashivolo Clinic
- 4.2 Medi Clinic
- 4.3 Public Clinic

5. Load the following **Colleagues**:

- 5.1 Dr Fran Steyn, HPCSA: ST40045, Referring doctor – Biokinetics, Private Bag 7896, Oshakati
- 5.2 Dr John Johnson, HPCSA: JJ8989 – Assisting doctor – General Surgeon, Private Bag 676, Otjo.
- 5.3 Dr Uys Gerber, HPCSA: UG8901 – Assisting doctor – Anaesthetist, Private Bag 770, Windhoek.

Name

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6. Add the following medical aid numbers (references) to the existing accounts.

| Surname | First name | Medical AID | Medical Aid |
|----------|------------|-----------------|-------------|
| | | Scheme | Number |
| Oshile | Shameema | PROSPERITY | PROS500672 |
| Mentoor | Sunde | HERITAGE HEALTH | HER500673 |
| Niizimba | Joeline | NHP GOLD | NHP00674 |
| Ashikono | Fiina | NMC SAPHIRE | NMC500675 |
| Assegai | Glodina | NHP BRONZE | NHP500676 |
| Menette | Carlos | COMPLIMED PLUS | COM500677 |

7. The following new service providers has joined the medical field

| | | |
|--------------------------------|----------------------|-----------------|
| Details | Dr Samuel Scheepers | Dr Mercy Geibeb |
| Discipline | Neuro Surgeon | Optometrist |
| HPCSA Registration | SS0066 | MG0778 |
| Cellular | 0811255698 | 0811256636 |
| Dispensing | Yes | No |
| Dispensing Registration | 4558963 | N/A |
| Email Address | sscheepers@gmail.com | mgeibeb@mweb.na |

8. You have to add the following reasons to the **Rejection** list.
- 8.1 Insufficient Funds
- 8.2 Limits Exceeded
9. Select the Account group "Paper Claims" and place a **financial block** on it.
10. Please create a new practice **template** called **Missed Appointment** and type the following details on it.

<PATIENTTITLE> <PATIENTFIRSTNAME> <PATIENTSURNAME>
 <ADDRESSA>
 <ADDRESSB>
 <POSTALCODE>

Dear <PATIENTTITLE> <PATIENTSURNAME>

We noticed that you have missed your appointment at the Medipark Ongwediva Care Centre on the day of 29 April 2022. We have attempted to contact you by phone and have been unable to reach you.

This is a reminder that you must keep your appointments with us in order for you to remain in the care of our clinic. Missing two consecutive appointments without rescheduling, or missing three out of six consecutive appointments, may result in dismissal from the Medipark Ongwediva Care Centre.

If you cannot keep this appointment, contact the clinic at 063-2034545.

We look forward to seeing you in clinic.

Yours sincerely

Dr R Reeze

(Student nr and full name)

Name

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1st Opportunity

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11. Use the Mail Merge function and Merge the account of Ms Selma Lutz with this letter. Type your student number and name in brackets at the end of the letter and print a copy.
12. From your existing accounts, please open the following accounts and add the following children as dependants on their accounts.

| MAIN MEMBER | DEPENDANT | DEPENDANT |
|-----------------|--|--|
| Shameema Oshile | Geraldo Oshile Date of Birth: 10 May 2010 Allergies: Amiloride | Gina Oshle (002) DOB: 25 March 2012 Allergies: Ibuprofen |
| Carlos Menette | Charlotte Menette DOB: 12 September 2005 Allergies: Cyclizine | |

13. Add the necessary resources and make the following appointments in the Elixir Diary
- 13.1 Jolene Niizimba phone the practice for an appointment for a normal consultation with Dr Green 6th June 2022 at 08:00.
- 13.2 A new patient Mr H January, walks into the practice, he has not been there before. Book an appointment for him for 25th July 2022 at 14:00 with Dr Kotze.
- 13.3 Make a new appointment for Ms Mouwers (a new patient) Cell: 0811225698 with Dr Hangula on the 20th June 2022 at 11:00
- 13.4 Ms Niizimba phoned back and wanted a longer appointment. Please extend the appointment until 9:00
- 13.5 Ms Mowers called back; unfortunately, she is not able to make the appointment for the 20th June 2022 due to work commitments. Please move the appointment to Friday, the same week.