

NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE; HUMAN SCIENCE AND EDUCATION

Department of Management

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

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

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

Question 1**Marks: 20**

Bank Windhoek is organising a Fundraising event for the Cancer Association which will be in a form of a Gala Dinner. Theme of the event is *"Your Health is your Wealth"*.

As the Office Administrator in the Marketing Department, you have been tasked to co-ordinate the planning process. The event date is scheduled for Saturday, the 2nd of July 2022. Planning will start from the 6th of June 2022.

The Fundraising event team-building event is made up of the following tasks and resources:

NR	NAME OF TASK	TASK DURATION	RESOURCES
1.	Book a Venue	1 Day	Bianca
2.	Design and send out Invitations	3 Days	Bianca
3.	Décor arrangements	1 Day	Hilma
4.	Entertainment & Sound System	3 Days	Carlos
5.	Arrange for Catering	2 Days	Hilma
6.	Master of Ceremonies	2 Days	Carlos
7.	Media and Photographer	2 Days	Bianca
8.	Programme Design	2 Days	Carlos
9.	Confirm guest list and sponsors	2 Days	Hilma
10.	Final check-ups and logistics	1 Days	Carlos

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

Deposit of 60 % to be paid to:

- a) Venue
- b) Design and send out Invitations
- c) Décor

Full Payments to be made for the:

- a) Entertainment & Sound System
- b) Catering
- c) Photographer

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**

In Ms Word create the following form on one sheet. Adhere to typing rules and instructions given. Use the font Bookman Old. Please print two copies. One copy which displays the content controls and another copy which displays the completed form with your personal detail.

SURVEY ABOUT EDUCATIONAL CHOICES

U/C, Bold, Cent, font size 16

We want to appreciate your choices, and it is therefore important that you answer according to what is important to you. If you don't understand a question, you may leave the question blank. No material will be traceable to you as an individual.

or if none of the alternatives are right for you

This questionnaire contains questions about you and your criteria, expectations and plans related to educational choices. First-year students at all Namibian Universities and Colleges are invited to participate.

Your answers are important to the study! Thank you very much!

Use font size 12

1. I am a Male Female } Please insert checkbox at the beginning of each option

2. Year of birth: Insert Date-picker Use Full

3. I study at (name of University or College): Rich Text Control - Strong

4. Degree program: Rich Text Control - Strong

5. What were your first and second choice of programs in your application?

Choices: Insert dropdown list with your two options

6. Approximately when did you decide on this field of study?

- In primary school
 - During lower secondary school
 - During 1st year in upper secondary school
 - After having studied something else.
 - The decision emerged slowly over a long period of time
 - I don't know
- Please insert checkboxes at the beginning of each option

The choices you make today will determine your tomorrow!!

u/c, bold, cent, Arial font size 12. italic

Typist: Please insert in text box and use font size 11.

Question 3

Marks: 30

Type the following Main Document in font Times New Roman, Font size 12 and make use of the information at the end of the document to create a standardised letter for your clients. Create a mailing list of all the clients in Excel spreadsheet. Merge the two documents together to create personalised letters.

Print the letter to Ms J Karumbe, the Excel Spreadsheet as well as the Mail merged document.

Today's Date

#

«NAME»

«ADDRESS»

«TOWN»

«COUNTRY»

#

DISCOUNTS, Dear Client → Display Correctly

#

I want to take a moment to thank you for your continued support of The Garden Shop! Were it not for loyal customers like you, we would not be celebrating our 10th anniversary on «DATE», we will be hosting a special May Madness Sale!

3. If you buy for more than «AMOUNT» you will qualify for even more discounts.

In honour of the anniversary

1. Everything in the store is available at 10 % throughout the month.

Selected specials will be offered for the day at higher discounts, such as:

← Pumpkin seed, Sunflower seed, Peas, Corn, Carrots, Beans → Type underneath each other

2. «CUSTOMER» you can realise an even greater savings by bringing this letter with you when you shop. receive with Bullets

4. Present your Loyalty Card to the cashier at the check-out point, to identify

yourself as a VIP Customer and receive an additional ^{30%} «DISCOUNT» off your total bill. Remember, The Garden Shop is your

One Stop Shop for all your spring planting needs! Bold, u/c

Ms Gloria Shoopala is the General Manager of The Garden Shop

Typist: Please type in chronological order.

FIELD NAMES	RECORD 1	RECORD 2	RECORD 3	RECORD 4
NAME	Mr J Jacobs	Ms J Karumbe	Ms A Kasevera	Mr P Paulus
ADDRESS	PO Box 140	PO Box 220	PO Box 440	PO Box 233
TOWN	Rundu	Oshakati	Windhoek	Swakopmund
COUNTRY	NAMIBIA	NAMIBIA	NAMIBIA	NAMIBIA
DATE	30 May 2022	30 May 2022	30 May 2022	30 May 2022
AMOUNT	\$5000.00	\$5600.00	\$6700.00	\$7800.00

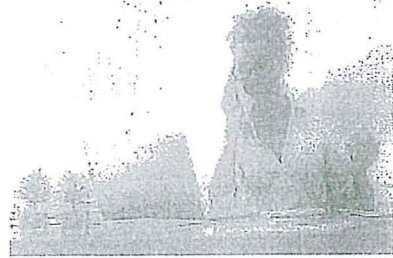
Instructions for Excel Spreadsheet:

1. Type the spreadsheet in font Comic Sans, size 12.
2. Insert N\$ for all the amounts add two decimals after the comma.
3. Column Headings - Font size 14, Bold, u/c
4. Records - font size 12.
5. Row Height: Column Headings 40 pixels
Rest of Rows.30 pixels
6. Sort Surname in ascending order.
7. All Borders.
8. Print excel spreadsheet in Landscape.

Question 4Marks: 30

In Ms Word, please **DRAW** the following Table and complete the information in the font Calibri, size 12.

You are the secretary of a small company called NIMPAA (Namibia Institute for Private Assistants' Association). You are responsible for the record keeping of all the members and receiving their membership fees and calculate their salaries.



For this purpose, you have set up the following spreadsheet for the Finance Department:

Salary Scale: NIMPAA

Member Name	Wages per Hour	Days Working	Total Salary
Haufiku Sarah	150.00	20	
Ipinge Aina	175.00	15	
Aukongo Lihah	125.00	22	
Shikongo Launa	140.00	18	
Thomas Leena	85.00	19	
Van Zyl Retha	65.00	20	
Etunda Martha	120.00	16	
Kazapua Johanna	110.00	20	

Adhere to the following editing instructions for the table:

1. Draw the Table
2. Auto fit table to content.
3. Set row height to 0.3"
4. Insert the correct formula to calculate the salary for each employee.
5. Insert a Total row at the end and calculate all the columns.
6. Sort Table according to Member Name in ascending order.
7. Convert Table to chart which only displays the:
 - o Member Name
 - o Total Salary
8. Pre-set the table: Grid Table 2, Dark Accent 1
9. Insert caption below the table: Table 1: NIMPAA Salaries.
10. Insert your name and student number in the header and print one copy.

QUESTION 5**MARKS: 60**

Start Elixir and log into the General Practice option.

The community medical clinic in Mariental, Hardap Medi Clinic, requested your assistance as Medical Office Administrator with the setting up of their new practice. Use the following information to set up the practice.

1. Start by creating Service Providers for the practice.

Provider	Email Addresses	Discipline	HPCSA NR	Cellular	Dispensing	Dispensing Registration
Dr Godfried Namases	gnamases@iway.na	General Practitioner	00136575	0812323568	No	-
Dr Anthony Hoffman	ahoffman@hotmail.com	General Surgeon	00146576	0812323569	Yes	4622467
Dr Selma Goreses	sgoreses@africaonline.na	Ophthalmologist	00156577	0812323570	Yes	4612466
Dr Rudolph Barry	rbarry@gmail.com	Medical Oncologist	00166578	0812323571	Yes	4602465

2. Create the following accounts for each patient.

Surname	Initials	First name	ID NUMBERS	Postal Address	Town	Medical AID		Provider
						Scheme	Email Address	
Hoebes	CH	Chris	2709900025410	Private Bag 6147	OSHAKATI	NAMDEB	choebes@gmail.com	Dr Rudolph Barry
Pretorius	SM	Selma	1008800025410	PO Box 889	KATIMA MULILO	NHP SILVER	mpretorius@nust.na	Dr Godfried Namases
Mentzel	SA	Adele	1506820001478	PO Box 1556	WINDHOEK	INVESTMED	amentzel@iway.com	Dr Anthony Hoffman
Somases	JH	Jeremiah	1205920014256	Private Bag 511	OSHAKATI	NMC RUBY	jsomases@telecom.na	Dr Selma Goreses
Nekunde	EN	Enzy	1107930002563	PO Box 1556	ONGWEDIVA	PROSPERITY	enekunde@gmail.com	Dr Rudolph Barry

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

- 3.1 Normal – White
- 3.2 Bad Debts – Purple
- 3.3 Benefits Exceeded – Blue
- 3.4 Overdue Payments – Green

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

- 4.1 Mariental Clinic
- 4.2 Stampriet Clinic
- 4.3 Empelheim Clinic

5. Load the following **Colleagues**:

- 5.1 Dr Helga Brintjies, HPCSA: HM3131, Referring doctor – Optometrist, Private Bag 7001, Keetmanshoop.
- 5.2 Dr Alfred Murange, HPCSA: AM3289 – Assisting doctor – Radiologist, Private Bag 771 Kalkrand
- 5.3 Dr Rudy Richards, HPCSA: RR8901 – Referring doctor – Urologist, Private Bag 555, Windhoek

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

Surname	First name	Medical AID	
		Scheme	Number
Hoebes	Chris	NAMDEB	NAM7878
Pretorius	Selma	NHP SILVER	NHP5151
Mentzel	Adele	INVESTMED	INV1235
Somases	Jeremiah	NMC RUBY	NMC6622
Nekunde	Enzy	PROSPERITY	PRO2525

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

Details	Dr Eva Garises	Dr Danzel Wentz
Discipline	Cardiologist	Neurologist
HPCSA Registration	EG1166	DW5588
Cellular	0811255698	0811256636
Dispensing	Yes	No
Dispensing Registration	4558963	N/A

8. You have to add the following reasons to the **Rejection** list.
- 8.1 Account in Arrears
8.2 Insufficient Funds
9. Select the Account group "Overdue Payment" and place a **financial block** on it.
9. Please create a new practice **template** called **Overdue Payment** and type the following details on it.

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

Dear <PATIENTTITLE> <PATIENTSURNAME>

The above invoice for N\$1520-00 has recently become overdue for payment. As such, we would appreciate you making this payment as soon as possible.

If there is an error on our part and payment has been made, please contact me immediately so that the matter can be rectified.

Otherwise, if there is a problem paying this amount owing, please contact me so that an alternative arrangement for payment can be made.

Yours sincerely

Dr S Blom

(Student nr and full name)

10. Use the Mail Merge function and Merge the account of Enzy Nekunde with this letter. Type your student number and name in brackets at the end of the letter and print a copy.

11. From your existing accounts, please open the following accounts and add the following children as dependants on their accounts.

MAIN MEMBER	DEPENDANT	DEPENDANT
Adele Mentzel	Abigail Mentzel Date of Birth: 12 December 2005 Allergies: Citric Acid	Rueben Mentzel DOB: 25 March 2012 Allergies: Atenolol
Chris Hoebes	Brandon Hoebes DOB: 6 May 2005 Allergies: Ibuprofen	

12. Make the following appointments in the Elixir Diary
- 12.1 Jeremiah Somases phone the practice for an appointment for a normal consultation with Dr Hoffman 8th August 2022 at 08:00.
- 12.2 A new patient Ms Vivian van Wyk, walks into the practice, he has not been there before. Book an appointment for him for 26th September 2022 at 14:00 with Dr Goreses.
- 12.3 Make a new appointment for Mr Susan Zimmer (a new patient) Cell: 0812525987 with Dr Namases on the 7th September 2022 at 11:00
- 12.4 Jeremiah Somases phoned back and wanted a longer appointment. Please extend the appointment until 9:00
- 12.5 Ms Vivian van Wyk called back; unfortunately, she is not able to make the appointment for the 26th September 2022 due to work commitments. Please move the appointment to Friday, the same week.