



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: Bachelor of Business and Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE CODE: MIS621S	COURSE NAME: Medical Information Systems 2B
SESSION: November 2022	PAPER: 1
DURATION: 2 Hours	MARKS: 100

1st OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER:	Ms A Schroeder
MODERATOR:	Ms L Beukes

INSTRUCTIONS
<ol style="list-style-type: none">1. 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 answer script.

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

QUESTION 1

[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. **(10)**

- 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 Simon Garcia are experience symptoms of a serious brain illness that causes him a great deal of physical and emotional pain. Select the doctor to whom you would refer him to.
- A. Gynaecologist
 - B. Neurosurgeon
 - C. Obstetrician
 - D. Dermatologist
 - E. ENT Specialist
- 1.3 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. Soap note
 - E. Superbill
- 1.4 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
- 1.5 _____ refers to the person who holds the insurance policy:
- A. Premium
 - B. Insurer
 - C. Insured
 - D. Beneficiaries
 - E. Competitor
- 1.6 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

- 1.7 _____ 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
- 1.8 Which of the following is true about billing for a missed appointment?
- A. Patients should always be charged for missed appointments
 - B. The HPCNA must notify practitioners that it is illegal to charge for missed appointments
 - C. A medical facility should establish a policy and posted in their practice, so the patients are aware that they will be charged for missed appointments
 - D. A physician who has only a few patients scheduled every day probably will not notice missed appointments in their schedule
 - E. None of the above
- 1.9 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
- 1.10 NHP stands for:
- A. Namibia Heritage Plan
 - B. Namibia Health Plan
 - C. Namibian Health Platinum
 - D. Namibian Hiring Plan
 - E. Natural Health Plan

Abbreviations are commonly used in the medical environment. Indicate what the following abbreviations and symbols stand for. (10)

1.11 NAMFISA

1.12 PSEMAS

1.13 FH

1.14 PHR

1.15 ER

1.16 POMR

1.17 ICU

1.18



1.19



1.20

STD

QUESTION 2**[30]**

- 2.1 Hospitals, clinics and medical practices face many challenges in the use of Electronic Health Records (EHRs). Name and discuss any five (5) of these obstacles/challenges that businesses may encounter when making use of EHRs. **(10)**
- 2.2 Health providers must put measures in place at their facilities/practices to protect electronic health information of their patients. Explain four (4) ways how a practice can protect electronic health information of patients. **(8)**
- 2.3 One of the most common methods of documenting patient visits in a file note involves the use of the SOAP method. Name and discuss what happens at each of the four acronyms of SOAP. **(8)**
- 2.4 Patients information should be protected and kept confidential. Discuss "confidentiality agreement in detail. **(4)**

QUESTION 3**[20]**

- 3.1 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. **(8)**
- 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 A new employee known as Ms Roxanne Neidel has started to work at the reception area at Happy Dental Clinic in Ondangwa where they deal daily with patients that make appointment and not turning up. The clinic has a policy on charging for missed appointments. As a Medical Information Systems 2B student, explain to her how to go about in dealing with "missed appointments" when it comes billing at Happy Dental Clinic. **(4)**
- 3.4 Discuss any four (4) rights that patients have in Namibia. **(4)**

QUESTION 4**[30]**

- 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)**
- 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 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)**
- 4.4 Medical debt is a huge problem that practices must deal with. Discuss four (4) reasons why patients accounts may not be paid. **(4)**