NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE; HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES

QUALIFICATION: Bachelor of Business and Information Administration	
QUALIFICATION CODE: 07BBIA	**LEVEL:** 6
COURSE: Medical Office Applications 2A	**COURSE CODE:** MOA611S
DATE: July 2024	**SESSION:** Practical Paper
DURATION: 2 Hours	**MARKS:** 160

SECOND OPPORTUNITY - QUESTION PAPER	
EXAMINER(S)	Ms L Beukes
MODERATOR:	Ms Petrina Witbeen

INSTRUCTIONS	
	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 7 PAGES (Excluding this front page)

Question 1   **Marks: 30**

Academic research seminars focus on instruction that is designed for the attendee or participant to gain specific knowledge within the academic area. As the project co-ordinator you have the responsibility to co-ordinate this project to organise the quarterly research seminar for the department. This event will take place on the 3rd August 2024. Please start planning least from the 1st July 2024.

NR	NAME OF TASK	TASK DURATION	RESOURCES
1.	Define the Seminar's Objectives	1 Day	Adelaide
2.	Book a Venue (NUST – Auditorium 1)	1 Day	Philemon
3.	Identify Target Audience	2 Days	Chris
4.	Develop Curriculum	2 Days	Chris
5.	Discuss the Budget and secure funding	2 Days	Philemon
6.	Gather Resources	2 Days	Adelaide
7.	Prepare Snacks and Beverages	3 Days	Adelaide
8	Schedule Sessions	2 Days	Chris
9.	Printing of Programmes	2 Days	Chris
10.	Media and Photographer	2 Days	Philemon
11	Prizes for Participants	1 Day	Chris
12.	Programme Facilitator	2 Days	Adelaide
13.	Confirm Participants	2 Days	Philemon
14.	Final check-ups and logistics	1 Days	Chris

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

Deposit of 70 % to be paid for the:
(a) Venue
(b) Printing of Programmes
(c) Prizes for Participants

Full Payments to be made for the:
(a)   Snacks and Beverages
(b)   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 (Autofit to 1).

Question 2   **Marks: 40**

As Office Administrator of Comfort Tours, type the following Main Document in font Arial, 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 R Nitzborn**, the Excel Spreadsheet as well as the Mail merged document.

Typist, the address below is the sender's address. Please type in the correct position.
Comfort Tours, PO Box 123, Swakopmund, NAMIBIA
Today's date

<<Name>>

<<Address>>

<<Town>>

<<Country>>

Dear <<Salutation>>

TOUR: << Adventure >>

Thank you for your questioning regarding our tours of the << Adventure >>. To ensure that you receive a true value-for-money package, the following points are brought to your attention.

2.We include <<Inclusive>> in your itinerary. 3. The tour price includes <<Special>> arrangements and entertainment.

1.Our agency guarantees centrally located hotels in most cities and towns. Taxi fares alone could cost you << Cost>>each way.

Please type in chronological order, D/S

Our Comfort Tours are renowned as the best value-for-money in <<Destination>>.

Yours faithfully

You are the Office Administrator who must also sign this letter. Please end off the letter properly.

Database for Excel:

NAME	ADDRESS	TOWN	COUNTRY	SALUTATION	ADVENTURE	COST	INCLUSIVE	SPECIAL	DESTINATION
Mr J Jacobs	PO Box 140	RUNDU	Namibia	Dear Mr Jacobs	Safari Tour	N$200,00	Hiking	Dinner	Tanzania
Mr P Petrus	PO Box 233	SWAKOPMUND	Namibia	Dear Mr Petrus	Phoptography Tour	N$500,00	Sightseeing	Breakfast	Holland
Ms A Tjivi	PO Box 440	WINDHOEK	Namibia	Dear Ms Tjivi	Tuscany Wine Tour	N$300,00	Excursions	Lunch	Italy
Ms J Karumbe	PO Box 220	OSHAKATI	Namibia	Dear Ms Karumbe	Rhine River Cruise	N$600,00	Exploring the city	Lunch	Germany
Ms R Nitzborn	PO Box 589	OKAHANDJA	Namibia	Dear Ms Nitzborn	British Island	N$700,00	Day tours	Breakfast	Europe

Instructions for Mailing List:

1. Type the spreadsheet in font Calibri, size 10.
2. Insert N$ for all the amounts add two decimals after the comma.
3. Column Headings – Font size 10, Bold, u/c
4. Records – font size 11.
5. Row Height: Column Headings 40 pixels
   Rest of Rows.30 pixels
6. Sort Town in ascending order.
7. Insert all borders.
8. Print excel spreadsheet in Landscape.

TECHNOLOGY

In Ms Word, please **DRAW** the following **Table** and complete the information in the font Arial, size 12. You are the secretary of a company called **Namibia Connect Technologies**. As Office Administrator you are responsible for the purchasing and ordering of the products.

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

Sales: **Namibia Connect Technologies**

Products	Quantity	Cost Price	Total Cost
Routers	160	360	
Switches	185	900	
Modems	130	540	
Motherboards	145	1800	
Mice	145	90	
Graphics Processing Unit	65	2700	
Keyboards	145	1080	
Touchpads	120	720	

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" and bold column headings.
4.   Insert the correct formula to calculate the total cost for each product.
5.   Insert a Total row at the end and calculate all the columns, and bold answers.
6.   Sort Table according to Product in ascending order.
7.   Convert Table to chart which only displays the:
     - Products
     - Total Cost
8.   Pre-set the table: Grid Table 2, Dark Accent 1
9.   **Format Chart:**
     9.1   Insert Chart Title: Namibia Connect Technologies (u/c, Bold, cent).
     9.2   Insert Gridlines.
     9.3   Select Style 4 for the chart.
     9.4   Insert Legend to the right.
10. Insert caption below the table: Table 1: **Namibia Connect Technologies** (Bold)
11. Insert your name and student number in the header and print one copy.

QUESTION 4   MARKS: 60

Start Elixir and log into the General Practice option.

The **Kuisebmond Health Care**, in the Walvisbay, 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 Andre Thaniseb	athaniseb@iway.na	Neuro Surgeon	100252	0812323568	No	-
Dr Elise Tjivera	etjivera@hotmail.com	Opthalmologist	100253	0812323569	Yes	2467
Dr John Paul Blaauw	jpblaauw@africaonline.na	Urologist	100254	0812323570	Yes	2444
Dr Ina Nhinda	inhinda@gmail.com	Cardiologist	100255	0812323571	Yes	2222

2.   Create the following accounts for each patient.

Surname	First name	ID NUMBERS	Postal Address	Town	Email Address	Provider
Nakale	Eileen	7509090025410	PO Box 477	WALVISBAY	enakale@gmail.com	Dr A Thaniseb
Mutanga	Helmut	9008180025410	PO Box 125	HENTIES	hmutanga@nust.na	Dr E Tjivera
Ward	Terrence	8205150001478	PO Box 547	SWAKOPMUND	tward@iway.com	Dr JP Blaauw
Visser	Gerda	9212100014250	Private Bag 2211	OMARURU	gvisser@telecom.na	Dr I Nhinda
Lombard	Leonard	9307110002563	PO Box 232	OKAHANDJA	llombard@gmail.com	Dr A Thaniseb

3.   Insert the following **Accounting groups** to your Database:
3.1   Normal - White
3.3   Private Patients - Orange
3.4   Payment overdue - Green
3.5   Bad Debts - Yellow

4.   Set up the following **Clinics**:
4.1   Coastal Clinic
4.2   Narraville Clinic
4.3   Walvisbay Clinic

5.   Load the following **Colleagues**:
        Dr Sydney Cloete, HPCSA: SC445575, Referring doctor – Biokinetics, PO Box 221, Windhoek.
5.2   Dr Charlie Brown, HPCSA: GH3112 – Assisting doctor – Anaesthetist, Private Bag 131, Swakopmund.

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

Surname	First name	Medical AID Scheme	Medical Aid Number
Nakale	Eileen	NMC RUBY	NMC1133
Mutanga	Helmut	NHP GOLD	NHP2121
Ward	Terrence	LIBERTY LIFE	LIB1235
Visser	Gerda	COMPLIMED PLUS	COM6622
Lombard	Leonard	PROSPERITY	PRO8989

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

Details	Dr John Coraizin
Discipline	Biokinetics
HPCSA Registration	BIO5522
Cellular	0811255698
Email Address	jcoraizin@mweb.na
Dispensing	Yes
Dispensing Registration	00221

8. You have to add the following reasons to the **Suspension** list.
8.1 Account Overdue
8.2 Emigrated
8.3 Deceased

9. Select the Account group "Bad Debts" and place a **financial block** on it.

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

MAIN MEMBER	DEPENDANT	DEPENDANT
Eileen Nakale	Geraldo Nakale (Husband) DOB: 12 December 1974 Allergies: Loperamide	Jane Nakale (Daughter) DOB: 22 September 2001 Allergies: Benzocaine
Terence Ward	Alice Ward (Wife) DOB: 10 July 1984 Allergies: Cyclizine	

11. Make the following appointments in the Elixir Diary:
11.1 Gerda Visser phone the practice for a normal consultation with Dr Nhinda for the 15th August 2024 at 14:00.
11.2 A new patient Ms Meriam Damaseb, had an emergency, she has not been there before. Book an appointment for her for 11th September 2024 at 10:00 with Dr Blaauw.
11.3 Gerda Visser phoned back and wanted a longer appointment. Please extend the appointment until 15:00.
11.4 Please move the appointment of Ms Damaseb to the 18th of September 2024 , the following week.

12. Please create a new practice **template** called **Prescription Letter** and type the following details on it.

24 July 2024

<PATIENTFIRSTNAME> <PATIENTSURNAME>
<ADDRESSA>
<ADDRESSB>

Dear <PATIENTFIRSTNAME>

I hope this letter finds you well. Following our recent consultation on 11th of May 2024, I am writing to provide you with a prescription for medication to help manage your high blood pressure.

Prescription Details:

Medication Name: Amlodipine (generic for Norvasc)
Dosage: 5mg tablets
Instructions: Take one tablet by mouth once daily, preferably at the same time each day. of water.
Quantity: 30 tablets (one month's supply)
Refills: 6 Months repeat

Amlodipine is a calcium channel blocker that works by relaxing the blood vessels, allowing blood to flow more easily and lowering blood pressure. It helps reduce the risk of heart attack, stroke, and other cardiovascular complications associated with hypertension. Your health and well-being are our top priorities, and we are here to support you throughout your treatment.

Thank you for entrusting us with your care. We look forward to hearing about your progress at your next appointment.

Warm regards,

Dr J Vermeulen
Student Name & Student Number

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