



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION
DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES**

QUALIFICATION: Bachelor of Business & Information Administration	
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**THIS QUESTION PAPER CONSISTS OF 4 PAGES
(INCLUDING THIS FRONT PAGE)**

1st OPPORTUNITY EXAMINATION QUESTION PAPER	
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MODERATOR:	MS L TRIPODI

INSTRUCTIONS
a) Answer ALL the questions and start each question on a new page. b) Read all questions carefully before answering. c) Number answers according to the numbering structure provided in the question paper.

QUESTION 1

[20]

Identify the letter of the choice that best completes the statement or answers the question.

(10)

- 1.1 ____ is defined as any professional misconduct, unreasonable lack of skill or fidelity in professional duties, or illegal or immoral conduct.
- A. Legal proceedings
 - B. Risk management
 - C. Standards of care
 - D. Abandonment
 - E. Malpractice
- 1.2 Refers to a physician that treats disorders of the foot and the lower leg such as corns, lumps, and bunions, as well as foot disorders caused by diabetes.
- A. Plastic surgeon
 - B. Podiatrist
 - C. Radiologist
 - D. Urologist
 - E. Optometrist
- 1.3 This person is responsible to hand the patient an admission form, obtain the ID and the medical aid card from the patient. Afterwards a copy is scanned to be put on the patients file.
- A. Admissions Clerk
 - B. Medical Receptionist
 - C. Patient Registration Specialist
 - D. Patient Service Coordinator
 - E. Medical Office Assistant
- 1.4 If a Medical Office Assistant (MOA) is called to court as a witness, he/she should ____.
- A. Offer additional information without being asked
 - B. Cover up discrepancies in the record to protect the physician
 - C. State "I don't know" if an answer to a question is not known
 - D. Pretend to know everything
 - E. Dress in jeans or other comfortable clothing because a day in court can be long
- 1.5 Select the council that does not belong to the Health Professions Council of Namibia (HPCN).
- A. Allied Health Professions Council
 - B. Nursing and Pharmacy Council
 - C. Social Work and Psychology Council
 - D. National Council
 - E. Medical and Dental Council
- 1.6 _____ is a medical specialty focused on the diagnosis, treatment, and surgical management of disorders affecting the brain, spinal cord, and peripheral nerves.
- A. Psychiatry
 - B. Neurologic surgery
 - C. Plastic surgery
 - D. Nuclear medicine
 - E. Colon and rectal surgery

- 1.7 _____ is someone who tends to be outgoing, energetic, and socially oriented. They typically feel energised by spending time with other people and thrive in social settings.
- A. Introvert
 - B. Extrovert
 - C. Ambivert
 - D. Expert
 - E. Importer
- 1.8 Select the law that governs the relationship of individuals or groups.
- A. Administrative law
 - B. Criminal law
 - C. Statutory law
 - D. Civil law
 - E. Human rights law
- 1.9 Maria filed a lawsuit against Dr Maritz practice, claiming medical malpractice. She alleges that the doctor failed to perform appropriate diagnostic tests, misdiagnosed her condition, and delayed treatment, which caused unnecessary pain, additional medical costs, and a longer recovery time. Maria are being referred to as the _____.
- A. Mediator
 - B. Minor
 - C. Plaintiff
 - D. Defendant
 - E. Lawyer
- 1.10 Select the health care provider that works with the human mouth, examining teeth and gum health and preventing and detecting various issues, such as cavities and bleeding gums.
- A. Dermatologist
 - B. Dentist
 - C. Microbiologist
 - D. Audiologist
 - E. Cardiologist

Medical Office Assistants need to be familiar with a variety of medical abbreviations that are commonly used in the medical office. Indicate what the following abbreviations stand for.

(10)

- 1.11 TB
- 1.12 EKG
- 1.13 LMP
- 1.14 BM
- 1.15 AIDS
- 1.16 BCP
- 1.17 HOH
- 1.18 Cap
- 1.19 Dx
- 1.20 mg

QUESTION 2**[20]**

- 2.1 Amy has started to work at Ongwediva Medi-Park as a Medical Receptionist. You have been promoted to a Medical Office Manager. Discuss with Amy five (5) of his responsibilities as a Medical Receptionist. **(5)**
- 2.2 Patients are at the heart of all healthcare services, and both clinics and hospitals are essential in providing the care they need.
- 2.2.1 Distinguish between a “clinic” and a “hospital”. **(4)**
- 2.2.2 In a table format, explore the key types of medical and healthcare services delivered to patients by both clinics and hospitals. **(8)**
- 2.3 In any healthcare setting, teamwork is not just important—it is essential. Medical Office Assistants (MOAs) are part of a broader team that includes doctors, nurses, receptionists, administrators, and sometimes even specialists. Discuss “teamwork” as one of the important qualities MOAs should possess. **(3)**

QUESTION 3**[20]**

A nurse at Lady Pohamba notices that John, a Medical Office Assistant (MOA), has been accessing patient files without authorisation and sharing information with a third party. This violates patient confidentiality and may be considered a criminal offense under data protection laws. Answer the questions that follows.

- 3.1 What law has John potentially violated? **(4)**
- 3.2 Why is unauthorised access to patient records considered a criminal offense? **(4)**
- 3.3 What should the nurse do upon discovering the misconduct of John? **(4)**
- 3.4 What consequences could John face if he is found guilty? **(2)**
- 3.5 How can Lady Pohamba Hospital prevent this in the future? **(6)**

QUESTION 4**[20]**

- 4.1 Medical Office Assistants interact with various patient groups daily. Describe five appropriate procedures they should follow when working with patients who have disabilities. **(10)**
- 4.2 A variety of appointments are being made by medical personnel at clinics, hospitals, and private practices. Clearly differentiate between an “double booking” and “series of appointments”. **(8)**
- 4.3 Explain why pharmaceutical sales representatives schedule meetings with doctors and other clinical staff members. **(2)**

QUESTION 5**[20]**

- 5.1 Examine the importance of appointment reminders in medical practices to ensure appointment is not forgotten or missed by patients. **(3)**
- 5.2 Provide the options available to practices to alert or remind patients of their upcoming appointments. **(4)**
- 5.3 Discuss the concept “confidentiality agreements” that medical personnel are required to sign. **(5)**
- 5.4 Examine the concept “surrogacy” **(6)**
- 5.3 Discuss “language barriers” in the medical environment. **(2)**