



**PAMIBIA UNIVERSITY**  
**OF SCIENCE AND TECHNOLOGY**

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

<b>QUALIFICATION:</b> Bachelor of Business & Information Administration	
<b>QUALIFICATION CODE:</b> 07BBIA	<b>LEVEL:</b> 6
<b>COURSE:</b> Medical Information Systems 2A	<b>COURSE CODE:</b> MIS611S
<b>DATE:</b> July 2025	<b>SESSION:</b> 2
<b>DURATION:</b> 2 Hours	<b>MARKS:</b> 100

<b>2<sup>nd</sup> OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER:</b>	MS A SCHROEDER
<b>MODERATOR:</b>	MS L TRIPODI

**THIS QUESTION PAPER CONSISTS OF 5 PAGES**  
**(INCLUDING THIS FRONT PAGE)**

<b>INSTRUCTIONS</b>
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 the introduction of sperm into the reproductive tract of a female by means other than sexual intercourse for impregnating the female.
- A. Artificial insemination
  - B. Amniocentesis
  - C. Reproductive rights
  - D. Surrogacy
  - E. In vitro fertilisation
- 1.2 Health care professionals are required to perform in a manner that is consistent with the expectations of their profession. This is a legal concept known as \_\_\_\_\_.
- A. Litigation
  - B. Standards of care
  - C. Malpractice
  - D. Abandonment
  - E. Emergency
- 1.3 A medical appointment that is arranged upon the recommendation of another healthcare professional, usually a primary care provider (PCP) or general practitioner (GP), for the patient to see a specialist or receive specialised care. Select the type of appointment being referred to in this scenario.
- A. Ancillary appointment
  - B. Cancelled appointment
  - C. Walk-in
  - D. No-show
  - E. Referral appointment
- 1.4 Nicole has a been referred to Pathcare by her General Practitioner for the extraction of blood samples. She is restless, nervousness, fearful before and during her appointment. Select which type of patient is Nicole.
- A. Violent patient
  - B. Elderly patient
  - C. Angry patient
  - D. Anxious patient
  - E. Disabled patient
- 1.5 Which of the following is an example of a criminal offense that could occur in a medical administrative setting?
- A. Accidentally entering incorrect patient information in a file
  - B. Sharing a patient's medical records with an insurance company with consent
  - C. Billing for medical services that were not actually provided
  - D. Refusing to schedule an appointment without a referral
  - E. None of the above
- 1.6 Which of the following is the most appropriate facility to receive a patient who has been critically injured in a car accident?
- A. Outpatient clinic
  - B. Rehabilitation centre
  - C. General practitioner's office
  - D. Manager's office
  - E. Emergency room

- 1.7 Select which of the following is a common disadvantage of using a manual appointment system in a healthcare facility.
- A. It requires electricity and internet access
  - B. It automatically sends reminders to patients
  - C. It can be easily updated in real-time
  - D. It is more prone to human errors and double bookings
  - E. It integrates with electronic health records
- 1.8 Indicate which of the following is an example of a civil law case in a medical environment.
- A. A nurse being arrested for drug possession
  - B. A patient suing a doctor for medical negligence
  - C. A hospital violating public health regulations
  - D. A doctor being charged with assault
  - E. A paramedic failing a government licensing exam
- 1.9 What is the purpose that Pathologist examine tissues and specimens removed by biopsy or surgery of patients?
- A. To sterilise surgical instruments
  - B. To train new healthcare workers
  - C. To diagnose diseases by distinguishing abnormal from normal tissues
  - D. To improve hospital interior design
  - E. To identify patient medical aid status
- 1.10 Select the reason why new patients are usually asked to arrive early for their medical appointments.
- A. To finish their treatment faster
  - B. To avoid interacting with other patients
  - C. To complete paperwork and registration before seeing the doctor
  - D. To receive free samples and medications
  - E. To ensure the doctor has extra break time

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 AKA
- 1.12 BP
- 1.13 CC
- 1.14 DVT
- 1.15 ENT
- 1.16 gm
- 1.17 HBV
- 1.18 Hx
- 1.19 LP
- 1.20 MRI

## QUESTION 2

[20]

- 2.1 In the medical office administration environment, maintaining a professional appearance is essential not only for creating a positive impression but also for ensuring patient confidence, safety, and hygiene. Discuss “hair”, “tattoos”, and “jewellery” as three key aspects of professional appearance in this setting. (6)
- 2.2 In any healthcare setting, effective communication 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 “communication skill” as one of the important qualities a MOAs should possess. (5)
- 2.3 Both Home Health Care and Hospice Care provide important medical services outside of traditional hospital settings, but they serve different patient needs and goals. Examine the difference between “Home Health Care” and “Hospice Care” at health care facilities options available to patients. (6)
- 2.4 Discuss three advantages of a computerised appointment schedule. (3)

## QUESTION 3

[20]

- 3.1 Peter has lost his father recently in a tragic car accident and he has informed you that it is incredibly painful. As a Medical Information Systems student, you can support him not only emotionally, but also by helping him understand the natural grieving process through the Kübler-Ross model of the five stages of loss. Examine the five stages of loss of the Kubler-Ross model. (10)
- 3.2 Medical Office Assistants (MOAs) interact with a wide variety of patient groups every day, each with unique needs, backgrounds, and communication preferences. Examine five appropriate communication procedures that a (MOA) should consider when dealing with an elderly patient. (5)
- 3.3 Outline a dialogue between you as the Medical Office Assistant and your best friend during dinner after seeing her pregnancy test results earlier during the day, keeping in mind professionalism, confidentiality, and ethics in the medical field. (5)

**QUESTION 4**

**[20]**

- 4.1 Abandonment is the term used when a doctor does not properly meet his/her obligation to treat patients. Examine under what circumstances can a doctor be held legally responsible for abandoning a patient? **(4)**
- 4.2 Patient registration is required at any medical facility, clinic or hospital. Define "patient registration" in your own words. **(4)**
- 4.3 Why is it crucial that certain patient personal information such as an emergency contact and the patient's insurance information are always correctly inserted? **(4)**
- 4.4 A variety of appointments are being made by medical personnel at clinics, hospitals, and private practices. Clearly differentiate between an "rescheduled appointment" and a "Walk-in patient". **(8)**

**QUESTION 5**

**[20]**

- 5.1 A Medical Office Assistant might be required to act as a witness in court. The medical facility's attorney will instruct the assistant on the proper procedures in obeying the subpoena. Discuss what an assistant should do when he/she is expected to appear in court as a witness. **(10)**
- 5.2 Advise a new colleague on the proper procedures that should be followed when a seizure occurs to prevent further injury to the patient. **(10)**