



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF BUSINESS & INFORMATION ADMINISTRATION	
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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 the questions and start each question on a new page.2. Read all questions carefully before answering.3. Number answers according to the numbering structure provided in the question paper.	

THIS QUESTION PAPER CONSISTS OF 5 PAGES (Including this front page)

QUESTION 1

[20]

Identify the letter of the choice that best completes the statement or answers the question. **(10)**

- 1.1 All the following are found in a medical record except.
- A. Results of laboratory tests
 - B. Patient's medical history
 - C. Copy of the patient's monthly municipal bill
 - D. A letter from the doctor to the patient
 - E. None of the above
- 1.2 Indicate what the medical abbreviation DOA mean?
- A. Dead On Arrival
 - B. Delivered On Arrival
 - C. Departed On Arrival
 - D. Dead Of Anthrax
 - E. None of the above
- 1.3 _____ is a contagious infection that usually attacks your lungs. It can also spread to other parts of your body, like your brain and spine.
- A. Migraine
 - B. Tuberculosis
 - C. Deep vein thrombose
 - D. Gastritis
 - E. Chickenpox
- 1.4 Select the health care facility that provides patients with routine check-up such laboratory testing, vaccination, and treating of cholesterol, high blood pressure and diabetes.
- A. Private practice
 - B. Assisted living
 - C. Nursing home
 - D. Clinics
 - E. Home health
- 1.5 Type of law that governs the relationship of individuals or groups.
- A. Administrative law
 - B. Criminal Law
 - C. Statutory law
 - D. Civil law
 - E. None of the above
- 1.6 During which stage of the Kubler-Ross stages of loss to will a patient becomes very upset with the situation and may feel as though it isn't fair, and they might even lash out and be angry with others who are not in the same situation.
- A. Depression
 - B. Denial
 - C. Acceptance
 - D. Bargaining
 - E. Anger

- 1.7 Select the concept that refers to an impairment that may be cognitive, developmental, intellectual, mental, physical, sensory or some combination of these.
- A. Anxiety
 - B. Disability
 - C. Loss
 - D. Grieving
 - E. Culture
- 1.8 This person operates on the human brain and body to treat and cure disease affecting the nervous systems and brain stem.
- A. Oncologist
 - B. Audiologist
 - C. ENT Specialist
 - D. Radiologist
 - E. Neurosurgeon
- 1.9 Indicate the date when Namibia inherited the Abortion and Sterilisation Act from South Africa.
- A. 1990
 - B. 1970
 - C. 1988
 - D. 1965
 - E. 1975
- 1.10 _____ refers to a person who has characteristics of both an introvert and an extrovert.
- A. Introvert
 - B. Extrovert
 - C. Ambivert
 - D. Expert
 - E. Importer

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 chol
- 1.12 GP
- 1.13 FH
- 1.14 ICU
- 1.15 LBP
- 1.16 SOMR
- 1.17 tx
- 1.18 WBC
- 1.19 HBV
- 1.20 SOAP

QUESTION 2

[20]

- 2.1 Benedicta has started to work at the Cottage Hospital as an Admissions Clerk. You have been promoted to an Office Manager. Discuss with Benedicta five (5) of her responsibilities as an Admissions Clerk. **(10)**
- 2.2 Discuss the key elements that a Medical Office Administrator should keep in mind when dealing with patients. **(10)**

QUESTION 3

[20]

- 3.1 Medical Office Assistants needs to possess certain qualities to be appointed in a medical facility. Discuss "dependability" and "teamwork" as two of these important qualities. **(5)**
- 3.2 Medical Office Assistant's deals with various types of patients such as elderly people, children, angry patients, anxious and violent patients. Examine five tips on how children should be handled. **(5)**
- 3.3 Professional communication techniques should always be applied when communicating with colleagues or patients. Discuss communication with your supervisor. **(10)**

QUESTION 4

[20]

- 4.1 A variety of appointments are being made by Medical Office Administrators at clinics, hospitals, and private practices. Clearly differentiate between a "cancelled appointment" and a "rescheduled appointment". **(8)**
- 4.2 Professional appearance is a highly desired personal quality in the medical office administration environment. Discuss "hair", "jewellery" and "fingernails" as three of these aspects that medical personnel must adhered to exhibit a professional appearance. **(6)**
- 4.3 Patients are the reason that a health care facility and its staff members provide services. A relative of yours learned that you are a Medical Information System student at NUST and wanted to know from you what is the difference between a "Home Health" vs "Hospice Care" as health care facilities options available to patients. **(6)**

QUESTION 5

[20]

- 5.1 Employees working at a medical facility are required to sign a confidentiality agreement. Why is this important? Are the legal requirements to keep information confidential not enough? **(6)**
- 5.2 Health Professions Councils of Namibia is made up of five councils which are all administered by one secretariat. List these five councils. **(5)**
- 5.3 Define the following terms. Pay close attention to the mark allocation of each question.
- 5.3.1 Gynaecologist **(3)**
- 5.3.2 Podiatrist **(3)**
- 5.3.3 Walk-in patients **(3)**