



**PAMIBIA 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

2ND 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 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. Standards of care
 - B. Litigation
 - C. Malpractice
 - D. Abandonment
 - E. None of the above
- 1.2 _____ 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
- 1.3 Namibian citizens are being guided by written rules established by the Namibian government. It outlines clearly what is acceptable behaviour and what is not to the Namibian citizens.
- A. Ethics
 - B. Law
 - C. Rules
 - D. Procedures
 - E. Oath
- 1.4 Select the place that would receive a patient who is in critical condition and needs immediate medical attention.
- A. Clinic
 - B. Public health
 - C. Private practice
 - D. Hospital
 - E. Emergency room
- 1.5 If a patient becomes violent while in the office, which of the following should NOT be done?
- A. Phone the police if danger is looming
 - B. Take the patient to a rear office, shut the door, and try to calm the patient
 - C. Ask for help from another staff member
 - D. Remain within hearing distance of other office employees
 - E. None of the above
- 1.6 Select the reason why new patients are being asked to arrive early for appointments?
- A. The assistant must check the credit history of new patients with the local credit bureau
 - B. Extra time is needed to complete the registration and medical history forms
 - C. Extra time is needed for laboratory tests to be run
 - D. To chat with the patient about issues of the day
 - E. None of the above

- 1.7 Nicole makes a telephone call to Paramount Health Care Centre to see the doctor on June 9. On the day of the appointment Nicole did not turn up for the scheduled appointment. Indicate which type of appointment are being referred to in this scenario.
- A. Ancillary appointment
 - B. Cancelled appointment
 - C. Walk-in
 - D. No-show
 - E. Referral appointment
- 1.8 Indicate which concept are being referred to when the Medical Office Administrator must determine the priority of patient's treatments based on the severity of their condition.
- A. No-show
 - B. Walk-in
 - C. Double booking
 - D. Precertification
 - E. Triage
- 1.9 The name of party who initiates a legal action against another.
- A. Statute
 - B. Mature minor
 - C. Plaintiff
 - D. Defendant
 - E. Planning
- 1.10 _____ 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 fertilization

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 BM

1.12 Ca

1.13 FH

1.14 HA

1.15 Inj

1.16 HOH

1.17 LMP

1.18 RN

1.19 TEMP

1.20 TB

QUESTION 2

[20]

- 2.1 Rodney has started to work at Ongwediva Medi-Park as a Medical Office Assistant. You have been promoted to an Office Manager. Discuss with Rodney five (5) of his responsibilities as a Medical Office Assistant. **(10)**
- 2.2 Professional communication techniques should always be applied when communicating with colleagues or patients. Discuss communication within the health care team. **(10)**

QUESTION 3

[20]

- 3.1 Medical Office Assistant's deals with various types of patients such as elderly people, children, angry patients, anxious and violent patients. Examine four tips on how "violent patients" should be handled. **(4)**
- 3.2 Abandonment is the term used when a doctor does not properly meet his/her obligation to treat the patient. Discuss when a doctor could be held responsible for abandoning the patient. **(4)**
- 3.3 Medical Office Assistants needs to possess certain qualities to be appointed in a medical facility. Discuss "compassion" and "confidentiality" as two of these important qualities. **(6)**
- 3.4 Discuss the concept "internship" in detail. **(3)**
- 3.5 Medical Office Assistants deal daily with patient registrations. Discuss the concept "patient registrations". **(3)**

QUESTION 4

[20]

- 4.1 A variety of appointments are being made by medical personnel at clinics, hospitals, and private practices. Clearly differentiate between an “ancillary appointment” and a “referral appointment”. **(8)**
- 4.2 Professional appearance is a highly desired personal quality in the medical office administration environment. Discuss “uniforms”, “identification” and “footwear” as three of these aspects that medical personnel must adhere to exhibit a professional appearance. **(6)**
- 4.3 Doctors often clearly communicate their scheduling preferences with their personnel. This concept is known as creating appointment boundaries. Discuss three (3) options on how doctors may go about to create appointment boundaries. **(6)**

QUESTION 5

[20]

- 5.1 Dr Roberts has started his private practice in Keetmanshoop. He has implemented a new computer appointment system. Identify five (5) disadvantages of a computerised appointment system to Dr Roberts. **(10)**
- 5.2 Pharmaceutical and other sales representatives often meet with doctors and other clinical staff. Discuss three (3) reasons why pharmaceutical and other sales representatives meet with doctors and other clinical personnel. **(6)**
- 5.3 Scheduling of appointments is one of the major duties of the Medical Office Assistant. Make a distinction between “computerised appointment scheduling” and a “manual appointment scheduling”. **(4)**