



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION
DEPARTMENT OF GOVERNANCE AND SCIENCES, HOSPITALITY, TECHNICAL AND
VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: Bachelor of Business & Information Administration	
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COURSE: Medical Information Systems 2B	COURSE CODE: MIS621S
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DURATION: 2 Hours	MARKS: 100

2nd OPPORTUNITY EXAMINATION QUESTION PAPER	
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MODERATOR:	MS L TRIPODI

INSTRUCTIONS
<p>d) Answer ALL the questions and start each question on a new page.</p> <p>e) Read all questions carefully before answering.</p> <p>f) Number answers according to the numbering structure provided in the question paper.</p>

THIS QUESTION PAPER CONSISTS OF 4 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 The abbreviation SOMR stands for:
- A. Standard Operating Medical Record
 - B. Systematic Online Medical Review
 - C. Secure Online Medical Repository
 - D. Structured Observational Medical Record
 - E. Source-Oriented Medical Record
- 1.2 What is the process of submitting and following up on claims with medical aid companies to receive payment for services rendered, such as testing, treatments, and procedures, called?
- A. Medical Billing
 - B. Patient Registration
 - C. Health Insurance Verification
 - D. Clinical Documentation
 - E. Insurance Underwriting
- 1.3 Which of the following is considered essential patient information during the registration process?
- A. Patient's Social Media Accounts
 - B. Emergency Contact Information
 - C. Preferred Payment Method
 - D. Favourite Food
 - E. Hobbies and Interests
- 1.4 Patients visit practitioners for several reasons. Select an option on the types of procedures patients may undergo when visiting a medical practitioner.
- A. Diagnostic Tests
 - B. Immunisations
 - C. Preventive Screenings
 - D. Surgical Procedures
 - E. All of the above
- 1.5 A patient calls the clinic to inquire about an estimate for a scheduled surgical procedure. What should the receptionist do first?
- A. Provide the patient with a rough estimate based on previous cases
 - B. Ask the patient for their medical aid details and confirm coverage for the procedure
 - C. Schedule an appointment for the patient to discuss costs in-person
 - D. Refer the patient to the surgeon directly for pricing information
 - E. Tell the patient that estimates are not available over the phone
- 1.6 Which of the following statements is true regarding medical charges for minors?
- A. Minors can be charged the same rates as adults for all services
 - B. Charges for minors are typically billed to the parents or guardians
 - C. Minors must pay for their medical services upfront regardless of insurance
 - D. Minors do not require consent from parents for any medical treatment
 - E. Medical charges for minors are always lower than for adults

- 1.7 What does coding refer to in the context of medical practice?
- The process of scheduling patient appointments
 - The method of documenting patient history and physical exams
 - Assigning a numerical or alphanumeric code to identify a procedure performed or condition treated
 - The practice of billing insurance companies for unpaid claims
 - The system used for electronic health record management
- 1.8 Rosa liyambo visits Rhino Park clinic for a procedure but is unable to pay the full amount at the time of service. Rhino Park clinic offers the option to incur a charge and pay for it later. What is this practice commonly referred to as?
- Prepayment
 - Deferred Billing
 - Credit
 - Medical Aid Coverage
 - Payment Plan
- 1.9 What does "assignment of benefits" refer to in the context of health insurance?
- The process of transferring a patient's medical records to a new provider
 - The agreement that allows a healthcare provider to receive direct payment from an insurance company for services rendered
 - The method by which patients can assign their insurance policy to a family member
 - The requirement for patients to pay their deductible before receiving services
 - The practice of transferring patient responsibility for unpaid bills to a collection agency
- 1.10 Which of the following actions would be considered an example of billing fraud in a medical practice?
- A physician accidentally billing for a service that was not provided
 - A healthcare provider consistently upcoding procedures to receive higher reimbursements
 - A medical billing clerk mistakenly entering the wrong code for a procedure
 - A patient requesting a detailed bill for services rendered
 - A medical office offering discounts for early payment

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 BKA
- 1.12 CNS
- 1.13 DVT
- 1.14 FH
- 1.15 fx
- 1.16 EDD
- 1.17 HBV
- 1.18 ICU
- 1.19 KUB
- 1.20 ER

QUESTION 2**[30]**

- 2.1 Patients in Namibia and across the world need to take care of their health. Examine five responsibilities of patients. **(10)**
- 2.2 Mr R Haifeta has started working as the new Medical Office Assistant at Rhino Park Hospital. You have been in this position for four years. You must give him orientation about the retention and disposal of records at Rhino Park Hospital by explaining the difference between active, inactive and closed records to him. **(6)**
- 2.3 Protecting the confidentiality of the health information contained in a medical record is one of the main concerns regarding EHRs (Electronic Health Records). Examine four (4) ways how medical institution can protect electronic health information of their patients. **(8)**
- 2.4 Medical Office Assistants will deal with a variety of patients daily. Discuss the billing basics that he/she must keep in mind when it comes to the charges for minors. **(6)**

QUESTION 3**[30]**

- 3.1 Fees for medical services various extremely particularly in the private sector. Identify and discuss four (4) factors that may influence medical fees. **(8)**
- 3.2 Mr R Haifeta has started working as the new Medical Office Assistant at Rhino Park Hospital. You have been in this position for four years. You must give him orientation about the retention and disposal of records at Rhino Park Hospital by explaining the difference between active, inactive and closed records to him. **(6)**
- 3.3 Patient charter is a statement of commitment by the Ministry of Health Social Services outlining what patients can expect, when and wherever they make use of public health services in Namibia. Examine the areas how the Ministry of Health Social Services will deliver safe services to patients. **(10)**
- 3.4 Electronic health records improve medical quality and patient safety. Examine six mechanisms through which medical quality can be improved and patient safety enhanced. **(6)**

QUESTION 4**[20]**

- 4.1 There are different stakeholders involved in the medical aid industry. Discuss five (5) roles of the "administrator" as one of these medical aid industry stakeholders. **(10)**
- 4.2 Examine "billing fraud" as a legal and ethical issues in medical billing that medical practitioners must deal with. **(10)**