



**PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES

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| QUALIFICATION: Bachelor of Business & Information Administration | |
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| COURSE: Medical Information Systems 2A | COURSE CODE: MIS611S |
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| 1st OPPORTUNITY EXAMINATION QUESTION PAPER | |
| EXAMINER: | MS A SCHROEDER |
| MODERATOR: | MS L BEUKES |

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| INSTRUCTIONS |
| a) Answer ALL the questions. b) Read all questions carefully before answering. c) Number answers according to the numbering structure provided in the question paper. |

THIS EXAMINATION 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 ____ 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 and make a copy to be put on the patient's 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 not:
- A. Answer only the question 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. B & E
 - 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 ____ refers to the systematic rules or principles which govern right conduct.
- A. Medical Law
 - B. Law
 - C. Ethics
 - D. Statues
 - E. Criminal Law

- 1.7 Indicate which of the following is not needed when taking down a telephone message of a caller.
- A. Patient's name
 - B. Patient's insurance company
 - C. Reason for calling
 - D. Time of message
 - E. All of the above are necessary for every phone call
- 1.8 _____ is those beliefs, behaviours, and attitudes that are shared by a particular group of people and passes from one generation to the next.
- A. Diversity
 - B. Language barriers
 - C. Hippocratic oath
 - D. Culture
 - E. Ethics
- 1.9 _____ involves a sudden loss of consciousness and it should be taken seriously because it may indicate a patient serious problem occurring within the patient.
- A. Psychotic episode
 - B. Burns
 - C. Head injury
 - D. Diabetic emergency
 - E. Syncope
- 1.10 Indicate which one of the following is not a common medical emergency.
- A. Eye injury
 - B. Seizure
 - C. Allergies
 - D. Respiratory distress
 - E. Head injury

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 ENT
- 1.12 LMP
- 1.13 ICU
- 1.14 TB
- 1.15 STD
- 1.16 ER
- 1.17 FH
- 1.18 gyn
- 1.19 BCP
- 1.20 chol

QUESTION 2

[20]

- 2.1 You have been working as a Medical Office Assistant (MOA) at Dr Agnew’s private practice for three years. The practice has grown tremendously, and they have appointed Josephine Nakanyala as an additional MOA to assist you at the reception area. Since she is new, you had to advise her on the appropriate procedures on how to deal with an “elderly patient” that are being admitted or coming for treatment to the practice. **(10)**
- 2.2 Medical Office Assistants needs to possess certain qualities to be appointed in a medical facility. Discuss “empathy” and “compassion” as two of these important qualities. **(6)**
- 2.3 Examine an “occupational therapist” in detail as one of the allied health professionals in the International Standards Classification of Occupations. **(4)**

QUESTION 3

[20]

- 3.1 Frankie Thomas, a close school friend of you has recently loss his brother in a horrendous car accident on the road between Swakopmund and Walvisbay. He has learned that you are a Medical Information System student at NUST. Name and explain to him the different Kubler-Ross stages of loss that he will encounter during the loss of his brother. **(10)**
- 3.2 A new employee has started working at Medi-Clinic as a Medical Receptionist. She has no idea what this position all entails. Discuss with her the duties of a “Medical Receptionist” that you have learned by studying Medical Information Systems 2A at NUST. **(10)**

QUESTION 4

[20]

- 4.1 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 the difference between a “clinic” and a “hospital” as health care facility options available to patients. **(6)**
- 4.2 Medical Office Assistants deals with specific patients’ groups daily. Explain five (5) appropriate procedures that the Medical Office Assistant should follow when dealing with patients with disabilities. **(5)**
- 4.3 A language barrier exists if two people cannot communicate effectively by using a common language. Discuss “speech difficulty” as a language barrier which Medical Office Assistants must be acquainted with. **(6)**
- 4.4 Discuss “referral appointments” as one of the appointments that a Medical Office Assistant deals with regularly. **(3)**

QUESTION 5

[20]

- 5.1 Rhino Park Hospital makes use of computerised appointment system. Discuss five (5) advantages of a computerised appointment system they will enjoy. **(10)**
- 5.2 Effective communication is essential for all Management Office Administrators. Discuss “communication with your supervisor” in detail. **(5)**
- 5.3 Personnel working at health care facilities deals with a lot of patient’s records, treatment, and illnesses. Discuss “confidentiality agreements” in detail. **[5]**