



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 | |
| QUALIFICATION CODE: 07BBIA | LEVEL: 6 |
| COURSE: Medical Information Systems 2A | COURSE CODE: MIS611S |
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| DURATION: 2 Hours | MARKS: 100 |

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| 2nd 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.

- 1.1 _____ are appointments made with departments, such as a laboratory or e-ray, to have a special diagnostic test performed.
- A. Referral appointments
 - B. Rescheduled appointments
 - C. Normal appointments
 - D. Ancillary appointments
 - E. Emergency appointments
- 1.2 Indicate which one of the following is not a common medical emergency.
- A. Chest pain
 - B. Arthritis
 - C. Seizure
 - D. Profuse uncontrolled bleeding
 - E. Head injury
- 1.3 Select the person that specialises by concentrating in operations related to the ear nose and throat.
- A. Obstetrician
 - B. Paediatrician
 - C. ENT specialist
 - D. Neurosurgeon
 - E. Gynaecologist
- 1.4 Read the statement regarding personal appearance of medical personnel and determine whether it is allowed in the medical fraternity.
- A. Visible tattoo
 - B. Jogging suit
 - C. Pierced tongue
 - D. Bright red nail polish
 - E. Not any of the above is allowed
- 1.5 _____ is a wireless telecommunication device and is also called a beeper. It is used to receive and display alphanumeric messages or announces voice messages.
- A. Switchboard
 - B. Multi line telephone
 - C. Mobile phone
 - D. Pager
 - E. None of the above
- 1.6 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

- 1.7 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
- 1.8 The name of party who initiates a legal action against another.
- A. Statute
 - B. Mature minor
 - C. Plaintiff
 - D. Defendant
 - E. Lawyer
- 1.9 Indicate which type of appointment are being referred to when an appointment is scheduled for Mr Rodrigues for 10:00 on Friday, 15 June 2023 and another appointment is scheduled at the same time, but for another patient, Ms Shilongo.
- A. Referral appointments
 - B. Rescheduled appointments
 - C. Normal appointments
 - D. Ancillary appointments
 - E. Double booking appointments
- 1.10 _____ refers to small device that fits over the operators had and direct sound into the operator's ears.
- A. Pager
 - B. Cell phone
 - C. Switchboard
 - D. Headset
 - E. Multi line telephone

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 fx
- 1.12 BP
- 1.13 MS
- 1.14 BM
- 1.15 HTN
- 1.16 GP
- 1.17 Ca
- 1.18 LBP
- 1.19 SSN
- 1.20 chol

QUESTION 2

[20]

- 2.1 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 Systems 2A student at NUST and wanted to know from you the difference between “care facilities” and “medical centres” as health care facility options available to patients. **(6)**
- 2.2 Medical Office Assistants needs to possess certain qualities to be appointed in a medical facility. Examine “confidentiality” and “dependability” as two of these important qualities. **(6)**
- 2.3 Discuss a “dermatologist” as one of the career options that medical practitioners may pursue. **(4)**
- 2.4 Examine a “physical therapist” in detail as one of the allied health professionals in the International Standards Classification of Occupations. **(4)**

QUESTION 3

[20]

- 3.1 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. **(6)**
- 3.2 Distinguish between “civil law” and “criminal law” and illustrate with examples. **(4)**
- 3.3 A new employee has started working at Lady Pohamba Hospital as a Medical Office Assistant. She has no idea what this position all entails. Discuss with her the duties of a “Medical Office Assistant” that you have learned by studying Medical Information Systems 2A at NUST. **(10)**

QUESTION 4

[20]

Discuss the following terms underneath. Pay attention to the mark allocation of each question.

- 4.1 Internship **[3]**
- 4.2 Discuss “surrogacy” in detail as one of the option available for women to consider that cannot become pregnant. **(4)**
- 4.3 The Health Profession Council of Namibia is made up of five councils and ensures that each council operates in their field of expertise. List the five councils that the Namibian Health Professions Council consist of. **(5)**
- 4.4 Discuss an “angry patient” as one of the patients’ groups that a Medical Office Assistants must deal with. **(5)**
- 4.5 Discuss “ethics” in detail. **(3)**

QUESTION 5

[20]

- 5.1 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. **(10)**
- 5.2 Medical Office Assistants deals with various types of apointments. Discuss five (5) things he/she should keep in mind when making surgical appointments. **(5)**
- 5.3 You have been working at Dr Agnew as a Medical Office Assistant for the past five years. The practice has expanded tremendously, and they have appointed Simon lipinge as another Medical Office Assistant to assist you at the reception area. Since he is new, you had to explain to him the appropriate procedures on how to deal with “children” that are being admitted or coming for treatment to the hospital. **(5)**