

QUALIFICATION CODE: 08BOHS	LEVEL: 7
COURSE CODE: MLM711S	COURSE NAME: MEDICAL LABORATORY MANAGEMENT
SESSION: JULY 2023	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
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INSTRUCTIONS
<ol style="list-style-type: none"> 1. Answer ALL the questions. 2. Write clearly and neatly. 3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Non programmable calculator is allowed.

- 1.1 The reason why we calculate months of stock on hand is to decide on the order point.
- a) True
 - b) False
- 1.2 In Namibia, the Affirmative Action (Employment) Act 29 of 1998 stipulates the law governing equity in recruitment, employment and promotion.
- a) True
 - b) False
- 1.3 After brainstorming, ideas are collected, analysed and consolidated to find the most appropriate solution.
- a) True
 - b) False
- 1.4 In a Pareto Chart, the lengths of the bars represent frequency or cost, and are arranged with longest bars on the right and the shortest to the left.

parties can agree to.

- a) True
- b) False

1.7 A standard operating procedure for staff orientation is not essential in a medical laboratory organisation, although it is a requirement for other laboratory operations.

- a) True
- b) False

1.8 To find a solution to a problem, after brainstorming, ideas are collected, analysed and consolidated to find the most appropriate solution.

- a) True
- b) False

1.9 The 2nd paragraph of a cover letter should include the reason you are writing, the position for which you are applying and how you heard about the position.

- a) True

a) True

b) False

1.12 The first step in building an effective quality control system is to assess laboratory risks.

a) True

b) False

1.13 The purpose of building an effective quality control system in the laboratory, is to institute a system to effectively control instrument maintenance.

a) True

b) False

SECTION B (27 MARKS)

QUESTION 2

[8]

Analyze the following scenarios and answer the proceeding questions:

2.1 You placed an order for a number of consumables required in the laboratory.

The supplier has indicated that the goods will be delivered within four weeks from

- 2.4 There are approximately 1 100 new HIV infections annually in the Zambezi Region in Namibia. Provide an ideal term for this description? Substantiate your answer. (2)

QUESTION 3 [19]

As a laboratory manager, you review the registration status of all medical laboratory scientists annually. You notice that three (3) out of fifteen (15) employees have not paid their annual registration fee for the year 2023. After talking to the employees, they inform you that they will only pay their fees next year. They further express that they can just continue doing their work, as they are already registered as medical laboratory scientists with the appropriate professional regulatory body. Upon recruitment, all employees indicated in their resume that they are registered with the appropriate regulatory body and provided their practice numbers. The human resources personnel of the laboratory verified their registration, which was valid at the time.

- 3.1 Identify the professional regulatory body they are supposed to pay their annual dues to. (1)
- 3.2 Point out three (3) relevant reasons for maintaining registration with the professional regulatory body identified in question 3.1 (3)

QUESTION 4

[34]

You have been promoted to the position of Medical Laboratory Scientist- in - Charge in Okahandja. This is a new medical laboratory branch for Paramount Medical Laboratories. You have been tasked with the responsibility of selecting the most suitable instruments/ equipment for this laboratory. The laboratory will carry out haematology, clinical chemistry and microbiology tests.

- 4.1 Specify three (3) main steps in instrument selection and summarize what is required of you during each step. **(One (1) mark for each heading and a maximum of five (5) points (marks) under each step).** (18)
- 4.2 Formulate an instrument maintenance programme for implementation for a medical laboratory. Give your answers in point form. (16)

SECTION D (19 MARKS)

QUESTION 5

[19]

You are the manager of a busy laboratory. There is a recent outbreak of hepatitis E in a local community. Your electronic records show that you only have 400 reagent

break-even point and indicate the number of tests that will have to be performed to generate a profit. Show your calculations. **(One (1) mark each for the following: correct formula, calculation and correct answers.)** (4)

Costs per month:

- Total fixed cost	N\$ 800.00
- Total net income	N\$ 2200.00
- Revenue per test:	N\$ 105.00
- Variable cost per test:	N\$ 35.00

5.4 Highlight five (5) factors that would determine the type of choices you would make during the outbreak, to choose the best possible alternative(s) within the time and resources available as required during any decision-making process. (5)

**END OF EXAMINATION PAPER
GOOD LUCK!!!**