



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE; HUMAN SCIENCE AND EDUCATION

DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: Medical Office Applications 2B	COURSE CODE: MOA621S
DATE: JANUARY 2023	SESSION: PRACTICAL
DURATION: 3 Hours	MARKS: 160

SECOND OPPORTUNITY - QUESTION PAPER	
EXAMINER(S)	Ms L Beukes
MODERATOR:	Ms A Schroeder

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Make sure your name, surname, question number and the date appear in the Header and Footer.

THIS QUESTION PAPER CONSISTS OF 6 PAGES (Excluding this front page)

Question 1

Marks: 35

Type the following document neatly on A4-Portrait paper. Ensure that you execute all the instructions at the end of the second page. Use normal margins, font Arial, font size 12, and the correct line spacing.

Typist:
Main Heading: Virtual Offices
Use the Word Art description Black, Text 1, Outline Background1, Hard Shadow Background 1, u/c, cent

2. What Is a Virtual Office?

A virtual office gives businesses a physical address and office-related services without the overhead of a long lease and administrative staff. 2.1 With a virtual office, employees can work from anywhere but still have things like:

- a mailing address,
- phone answering services,
- meeting rooms, and
- videoconferencing.

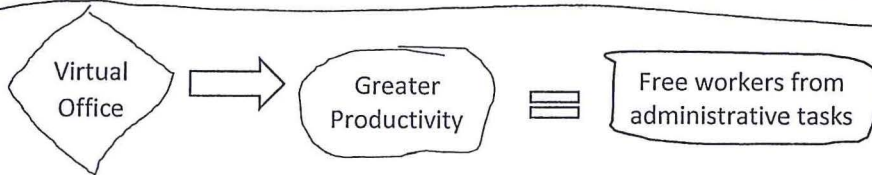
} Insert round Bullets, s/s

1. The virtual office

u/c

Location is becoming less ~~important~~ essential to organizations as work is becoming something you do, not someplace you go.

Just as there are varying degrees of virtuality, there is also a variety of mobile and remote work environments to understand ← **insert 1st reference**



3. Advantages and Disadvantages of a Virtual Office

The ~~appeal~~ ^{appeal} of a virtual office to users is twofold.

3.1 Advantages

D/s between numbers

3.1.1 ~~First, the m~~Monthly cost of a virtual office is far less than that of a traditional office. 3.1.3 No waiting for a lease to expire or incurring the cost of a broken lease.

3.1.2 ~~Virtual offices has none of the~~ No maintenance and upkeep costs, nor does it need to be staffed.

3.2 Disadvantages

3.2.1 Some of the services that a virtual office arrangement offers require pre-planning to utilize.

~~For example, many packages come with limited use of conference rooms or limited teleconferencing and videoconferencing services.~~

3.2.3 Users may find the lack of flexibility limiting and inconvenient.

3.2.4 There is also the potential for distractions that come with working from home and therefore some workers might not be as productive when operating in a virtual office environment which influence productivity ← **insert 2nd reference**

reference

3.2.2 Virtual offices also may have restricted access on nights and weekends*. *Insert Footnote*

Insert Drop Cap, Bold

With a virtual office, employees can work from anywhere but still have things like a mailing address, phone answering services, meeting rooms, and videoconferencing.

INSTRUCTIONS

1. Type paragraphs in chronological order.
2. Use drawing tool to insert the correct shapes (Diamond, Oval & Rounded Rectangle)
3. Footnote – “Not applicable to all virtual office users” (Bold, Italics, 10)
4. Insert Picture Watermark – use picture with trees (Scale 100%, washout)
5. Insert Page numbers (excluding 1st page).

Table of Content Information:

6. Heading 1 - Paragraph Headings 1, 2, 3 (Font size 14)
Heading 2 - Paragraph Headings 3.1. 3.2 (Font size 13)

Please insert the following references:

7. Use the two links in the given folders to insert the references)
8. Insert Reference List.
9. Insert a Table of Content (Automatic Table 2).

Question 2**TOTAL: 30**

Retrieve the ProfsFinancial and adhere to the instructions that follow:

INSTRUCTIONS

1. In the Database ProfsFinancial use the table Sales M to create a simple query that will display the Client First Name, Product Name, and Investment Amount.
2. Use the table Products to create an action query that will display the products that use mutual funds.
3. Use the tables Products & Sales M to create a joint table. Please delete the current link by right-click on the link and press delete. Create a new link with Commission. Create a query that will display the clients who received commission of 60 from the suppliers of Laurier only.

Under Reports use Reps1 to format the report.

3. Create a header titled AGM Report - Font Lucida Sans, Size 20, Bold, u/c, Colour - Blue Green, Theme - Slice.
4. Page number which shows the current page and total number of pages – bottom right corner.
5. Insert Today's Date only in the top right corner. (Full Date).
6. Insert AGM Logo from the folder next to the title in the top left corner.
7. Insert your name & student number in the header.
8. Go to layout view and resize all columns to fit perfectly.
9. Print all queries as well as the report.

QUESTION 3 – PUBLISHER

[35]

The following question is an Invitation that contain information about a virtual baby shower. Please design the Invitation Card according to the instructions below.

Insert Baby Shower Card – Under Built It Templates, Invitation Cards, Baby Shower 5.

Colour Scheme: Teal

Font: Comic Sans

Page Size: Quarter-Sheet Top Fold

Page 1 –Top Front Cover

BABY SHOWER INVITATION– Font: Curlz MT, 24

Page 2

Delete top part – 1st block

2nd Block – type the info below in Colonna MT, 16, cent:

HONORING
LAUREN HAUKONGO
&
BABY RODGER

Page 3

1st Place holder: Type the following in Font: Informal Roman, 10, u/c, cent.

Please join us for a virtual baby shower to celebrate little Rodger

2nd Place holder: Font Comic Sans, 10, Bold, Cent

Contact person: 0813331717

3rd Place holder: Type information below, Font: Comic Sans, 8, cent. Please bold date and time.

Lauren will be opening gifts via Facebook live on
Saturday, 12 November 2022, at 16:00
Please text Lauren for a direct link & details how to join.

Last Place holder: Font: Calibri, 11, cent, Bold Mailing Address.

Mailing Address:
Lauren Haukongo, 27 Beethoven Street, Windhoek-Wes
Registry: Baby Company & Amazon

Page 4: Back of Invite

Please use online picture to insert a picture of “Baby in pram clip art” – center position.

ELIXIR PAPER

MARKS: 60

Start Elixir and log into the General Practice option.

Swakopmund Medi-City has just implemented Elixir at the practice. As the new appointed Medical Administrator and having the knowledge and experience, use the information given below to set-up the practice from scratch with the Elixir programme.

1. Create the following Service Providers for Swakopmund Medi-City.

1	2	3	4	5	6	7	8
	Provider	Discipline	HPCSA NR	Cellular	E-mails	Dispensing	Dispensing Registration
3	Dr Kuhn Nills	Urologist	00656568	0812323000	nkuhn@gmail.com	Yes	5551245
4	Dr Michael Erasmus	General Surgeon	00756569	0812321111	merasmus@iway.com.na	No	
5	Dr Nyathi Keletso	Neurologist	00856570	0812323555	nkeletso@iafrica.com.na	Yes	5557896

2. Add the following patient accounts from the excel spreadsheet correctly.

1	Account						Medical AID	
2	Numbers	Surname	First name	ID Nrs	Postal Address	Town	Scheme	Provider
3	SAU001	Saunderson	Ronelle	6401010010700	PO Box 2014	RUNDU	NHP BRONCE	Dr Kuhn Nills
4	KOCH001	Koch	Rodney	7018120010700	PO Box 2451	OTJIWARONGO	INVESTMED	Dr Michael Erasmus
5	BAU001	Baumann	Solomon	7816100010700	PO Box 2547	OHANGWENA	NAPOTEL	Dr Nyathi Keletso
6	ROOI001	Rooi	Anna	8012120001245	Private Bag 4578	WINDHOEK	NAMDEB	Dr Kuhn Nills

3. Add the following medical aid numbers (references) to the existing accounts.

1	Account	Medical Aid
2	Number	Number
3	SAU001	811456
4	KOCH002	812458
5	BAU003	813478
6	ROOI001	814787

4. Insert the following Accounting groups to your Database and delete others:

- 4.1 Normal – White
- 4.2 Claim date expired - Orange
- 4.3 Benefits Exceeded - Yellow
- 4.4 Handed Over - Blue

5. Clinics:

- Consulting Rooms
- Swakop Clinic
- Tamariskia Clinic

6. Please add the following reasons to the **Rejection** list and delete the others.
- 6.1 Limits Exceeded
- 6.2 Wrong Dependent
- 6.3 Claim date expired
7. From your existing accounts, please open the following accounts please add the following dependants on their accounts.

MAIN MEMBER	DEPENDANT
Ms Ronelle Saunderson	Zanelle Saunderson (001) Date of Birth: 11 September 2010 Medical Aid nr: 67788 Allergies: Citric Acid
Ms Anna Rooi	Jason Rooi (01) DOB: 17 August 2015 Med Aid Nr: 677989 Allergies: Atenolol

8. Please create the following Macros:

Macro	Procedure	Your Code	Description
Gen101	General Surgery	6507 ROAB 35YR 96A1	Shoulder Dressing Tray Syringe 5ml Linen Saver
Ankle 011	Ankle Surgery.	Q5J5 1AIR 3D67 PA72	Gloves non sterile Ankle Brace Tray Dressing Panado Cap
End 104	Endocrine Surgery	U893 XP87 E354 1J15	Anaesthetic Injection Gloves Needle

9. Post the following Macro's to these patients:
General Surgery – Rodney Koch
Ankle Surgery - Solomon Baumann
Endocrine Surgery – Anna Rooi
10. Settle the Payments
Receipt Numbers

General Surgery – Rodney Koch (500101)
Foot Surgery - Solomon Baumann (5005656)
Endocrine Surgery – Anna Rooi (5002621)
11. Print the Daily Transaction Report to verify all the transactions for the day.