



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

Department of Management

QUALIFICATION: Bachelor of Business and Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: Medical Office Applications 2A	COURSE CODE: MOA611S
DATE: June 2023	SESSION: Practical Paper
DURATION: 3 Hours	MARKS: 160

FIRST OPPORTUNITY - QUESTION PAPER	
EXAMINER(S)	Ms L Beukes
MODERATOR:	Ms S Klaassen

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 PAPER CONSISTS OF 7 PAGES (Excluding this front page)



Question 1

Marks: 20

Adventure sports is a thrilling niche unto itself. Wall-rock climbing works on many levels as a team-building exercise because it requires a lot of teamwork and it's physically testing.

As the project co-ordinator you have the responsibility to co-ordinate this project to raise funds for Ndoro Children's Charities a Help4NAm Foodbank Organisation. This event will take place on the 29th July 2023. Please start planning at least one month in advance.

NR	NAME OF TASK	TASK DURATION	RESOURCES
1.	Define Your Target Audience	2 Days	Joseph
2.	Book a Venue (Maerua Mall)	1 Day	Saraphina
3.	Design Posters	3 Days	Kaino
4.	Music & Sound System	3 Days	Joseph
5	Prizes for the Winners	2 Days	Saraphina
6.	Programme Design	2 Days	Kaino
7.	Media and Photographer	2 Days	Joseph
8.	Programme Facilitator	2 Days	Saraphina
9.	Confirm Participants	2 Days	Joseph
10.	Final check-ups and logistics	1 Days	Kaino

1. The Milestones for this event will be the following:

Deposit of 70 % to be paid for the:

- (a) Venue
- (b) Design of the posters
- (c) Prizes

Full Payments to be made for the:

- (a) Music & Sound System
- (b) Photographer

2. Please add predecessors for each milestone.
3. Assign resources to the tasks as indicated above.
4. Insert your Name in the Header, save your document and print only page 1 and 2.

QUESTION 2

MARKS: 30

Please insert a textbox and type the Form below in Font Arial, size 12 unless otherwise indicated. Adhere to all instructions.

Career Success

Please use Word Art (Gradient Fill: Blue Accent color 8; Reflection) to type the heading of the form. Format: U/c, centre, bold

Font: Elephant
Size: 16
Format: Bold, u/c, cent

What we want most for you is what you most want for yourself!

Insert check boxes on the right of each title option

Surname Miss Mrs Mr

First Names

Position Company

Postal Address

Subscription: ← Insert Dropdown List. Private / Company sponsored

Payment Options: ← Insert check boxes for the Payment options underneath each other, d/s
Options: Cash, Debit Card, Credit Card

Official company order number:

SUBSCRIPTION FORM: CAREER SUCCESS

Career success annual subscription fee: ← u/c, bold, Italics

11 Issues = N\$85,00 + N\$11,90 VAT

For countries outside South Africa = N\$120,00

Post to: Subscription Department, PO Box 751735, Garden view, 2047

- Typist, two copies must be printed.**
- Delete dotted lines and insert content controls as indicate and print.
 - Insert the details as indicated below and print another copy.
 - Type the following headings in font Arial, size 12 and enter the detail as indicated below:
Surname: Your surname
First Name: Your name
Position: Office Administrator
Company: Career Success
Postal Address: Private Bag 13133, Windhoek
Subscription: Choose an option
Official company order number: 12212

QUESTION 3

MARKS:

Open a MS EXCEL worksheet and key in the following Income Statement. Use the default margins of the program and follow the instructions carefully. Please type the document in Arial, font size 12, unless indicated differently.

INSTRUCTIONS

1. Use the correct formula to calculate the Income for all employees.
2. In column F apply the ROUND UP function to the Income of the employees to one decimal place.
3. Use the IF function to identify the employees who worked for more than 80 hours.
4. Insert two rows at the end. In A14 add Rundu Total Hours. Use the SUMIF function, calculate only the total hours for the employees from Rundu. Insert answer in C14.
5. Bold all calculated answers.
6. Insert Borders.
7. Increase the row height of the table from row 5 to 12 to 30 pixels.
8. Wrap Text cell D4.
9. Bold all Column Headings.
10. Print final copy on landscape.

QUESTION 4**MARKS: 20**

Retrieve Question 4 – Pivot Table (List of Holidays) from your M-drive and adhere to the instructions that follow.

Instructions:

1. Retrieve the following table in Excel and save the workbook as: Question 4 -Pivot Table
2. Rename sheet1 to Original
3. Make a copy of table in Original and rename the new sheet as **Best Buy Travel Agents**
4. Insert 2 rows above the column headings.
5. Insert Main Heading in row 1 -**Best Buy Travel Agents**
(U/C, Bold, Merge & Centre, Arial Black, 16)
6. Edit the table as follows:
 - 6.1 Change the font of the entire table to Arial font size 12.
 - 6.2 Change the column headings to font size (12), bold, u/c
 - 6.3 Fill Column Headings (White Background 1, Darker 15%) row height pixel 50
Wrap Text and centre the following Col headings: Nr of Days, Travel Methods, and Holiday ID.
 - 6.4 Resize columns headings and change the row height of the rest of the table to 25 pixels.
7. Pivot Table:
 - 7.1 Select the **Original sheet** and create a PivotTable.
 - 7.2 From the PivotTable Field List choose **Number of days by Country to be displayed** in the Report.
 - 7.3 Move **Travel Method** to Column Label and **Country** to row label and **Nr of Days** to Values.
 - 7.4 Rename the sheet tab - **Report**
8. Chart:
 - 8.1 Create a Pie chart from the Report.
 - 8.2 Insert the following Chart Elements:
 - Chart Title - Best Buy Travel Agents (Bold, u/c, centre)
 - Data Lables - Data Callout
 - Legend - Insert on the left
 - 8.3 Select Style 4 from the chart styles.
 - 8.4 Make sure both the table and chart fit on one sheet and print.

QUESTION 4

MARKS: 60

Bismarck Medical Centre in Swakopmund recently open their doors to the public. As the newly appointed Medical Office Administrator, it is your task to help set up the practice. Use the following information to set up the practice. Please add any missing column headings from the customize property list.



- Start by creating Service Providers for the practice.

Provider	Email Addresses	Discipline	HPCSA NR	Cellular	Dispensing	Dispensing Registration
Dr Herbert Hagen	hhagen@gmail.com	Neuro Surgeon	00700101	813358545	Yes	2562461
Dr Tyron Geises	tgeises@mweb.na	General Practitioner	00700102	813358546	Yes	2562463
Dr Helmut Engelbrecht	hengelbrecht@iway.na	Neurologist	00700103	813358547	No	-
Dr Ronald Goliath	rgoliath@hotmail.com	Paedtric Surgeon	00700104	813358548	Yes	2562465
Dr Virtue Dirkse	vdirkse@africaonline.na	Radiologist	00700105	813358549	No	-
Dr Theriene Thanises	tthanises@gmail.com	Urologist	00700106	813358550	Yes	2562467

- Create the following accounts for each patient.

Surname	First name	ID NUMBERS	Postal Address	Town	Email Address	Provider
Kahuure	Iyambo	8003150021540	PO Box 365	WINDHOEK	kahuures@mweb@na	Dr Herbert Hagen
Kanyemba	Joseph	8802202589001	PO Box 366	OSHAKATI	kanyemba@mweb.na	Dr Tyron Geises
Brendell	Diina	9003120010235	PO Box 367	RUNDU	brendell@gmail.com	Dr Helmut Engelbrecht
Aseb	Lena	8012010025251	PO Box 368	WINDHOEK	aseb@iway.com	Dr Ronald Goliath
Kahiva	Gert	7501150012457	PO Box 369	KARIBIB	kahiva@nust.na	Dr Virtue Dirkse
Nyati	Elizabeth	4504260001245	PO Box 370	TSUMEB	nyati@gmail.com	Dr Theriene Thanises

- Insert the following **Accounting groups** to your Database:
 - Normal – White
 - Bad Debts – Purple
 - Benefits Exceeded – Blue
 - Overdue Payments – Green
- Set up the following **clinics**:
 - Tamariskia Clinic
 - Mondesa Clinic
 - West Coast Clinic
- Load the following **Colleagues**:
 - Dr Cecelia Fleermuys, HPCSA: CF20201, Referring doctor – Orthopaedic Surgeon, Private Bag 996, Swakopmund.
 - Dr John Adams, HPCSA: JA9911 – Assisting doctor – Gastroenterologist, Private Bag 211, Walvisbay.

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

Surname	First name	Medical AID	Medical Aid
		Scheme	Number
Kahuure	Iyambo	PRIVATE	PRIV500672
Kanyemba	Joseph	VITALITY	VIT500673
Brendell	Diina	NMC OPAL	NMC500674
Aseb	Lena	NHP SILVER	NHP500675
Kahiva	Gert	NAPOTEL	NAP500676
Nyati	Elizabeth	NAMDEB	NAM500677

7. The following new service providers has joined the medical field

Details: Dr Andries Frans, Discipline: Anaesthetist, HPCSA Registration: AF23300,
Mobile: 0811255698, Dispensing: Yes, Dispensing Registration: 2562469.
Email Address: afrans@gmail.com

8. You have to add the following reasons to the Rejection list.

- 8.1 Account in Arrears
8.2 Insufficient Funds

9. Select the Account group "Overdue Payments" and place a financial block on it.

10. Please create a new practice template called Welcome to New Patients and type the following details on it.

<p>Today's Date</p> <p><PATIENTTITLE> <PATIENTINITIALS> <PATIENTSURNAME> <ADDRESSA> <POSTALCODE></p> <p>Dear Ms <PATIENTSURNAME></p> <p>WELCOME - NEW PATIENT</p> <p>I am writing this letter to remind you of your appointment scheduled this Friday, 26th of May 2023. I am deeply honoured to have me as your medical practitioner who will look after you and your family's medical health.</p> <p>I am pleased to welcome you as my new patient. If you cannot make it to the scheduled appointment, kindly inform me at least two hours ahead of time. Any questions or concerns regarding schedules or the clinic in general, you may call me at 0812334567 or email me at tgeises@gmail.com</p> <p>I have enclosed a set of documents to be filled out completely to keep a record of you in our clinic.</p> <p>Thank you very much.</p> <p>Yours sincerely</p> <p>Dr T Geises GENERAL PRACTITIONER</p> <p>(Student nr and full name)</p>
--

11. Use the Mail Merge function and Merge the account of Ms Diina Brendell with this letter. Type your student number and name in brackets at the end of the letter and print a copy.
12. From your existing accounts, please open the following accounts and add the following children as dependants on their accounts.

MAIN MEMBER	DEPENDANT	DEPENDANT
Gert Kahiva	Caroline Kahiva DOB: 10 August 2012 Allergies: Amiloride	Ryan Kahiva DOB: 25 Septembe 2014 Allergies: Ibuprofen
Elizabeth Nyati	Sammy Nyati DOB: 10 October 2005 Allergies: Cyclizine	

13. Add the necessary resources and make the following appointments in the Elixir Diary
- 13.1 Lena Aseb phone the practice for an appointment for a normal consultation with Dr Ronald Goliath 12th June 2023 at 09:00.
- 13.2 A new patient Ms J Jacobs, walks into the practice, he has not been there before. Book an appointment for him for 28th July 2023 at 16:00 with Dr Adams.
- 13.3 Make a new appointment for Ms Nangombe (a new patient) Cell: 0811225698 with Dr Frans on the 28th June 2023 at 11:00
- 13.4 Ms Aseb phoned back and wanted a longer appointment. Please extend the appointment until 10:00
- 13.5 Ms Nangombe called back; due to unforeseen circumstances she requested that the appointment be shifted to Friday, same time in the same week.