



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION**

Department of Management

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

<b>SECOND OPPORTUNITY - QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	<b>Ms L Beukes</b>
<b>MODERATOR:</b>	<b>Ms S Klaassen</b>

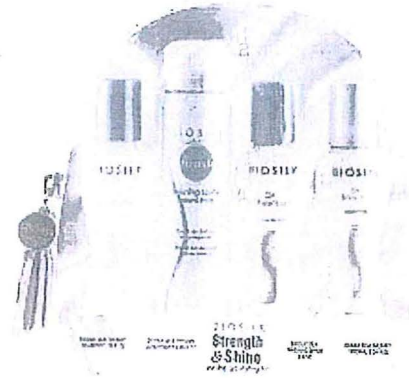
<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Read all the questions carefully before answering.</li><li>3. Make sure your name, surname, question number and the date appear in the Header and Footer.</li></ol>

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**THIS PAPER CONSISTS OF 8 PAGES (Excluding this front page)**

### Question 1.

The company Silk are planning to launch the new product Citrus Silky which consist of a Body Wash, shampoo, conditioner and serum. Silk is a smooth and soft product which is 100% pure organic aroma & ingredients, created to awaken your body and uplift your mind.



As the sole owner and office administrator in the Marketing Department, you have been tasked to co-ordinate the planning process. The event date is scheduled for Saturday, the 2<sup>nd</sup> of September 2023. Planning will start from the 7<sup>th</sup> of August 2023.

The Fundraising event team-building event is made up of the following tasks and resources:

NR	NAME OF TASK	TASK DURATION	RESOURCES
1.	Define Your Target Audience	2 Days	Helvi
2.	Book a Venue	1 Day	Sunet
3.	Design Flyers	3 Days	John
4.	Entertainment & Sound System	3 Days	Sunet
5.	Gifts and Snacks	2 Days	Helvi
6.	Programme Design	2 Days	Sunet
7.	Media and Photographer	2 Days	John
8.	Programme Director	2 Days	Helvi
9.	Confirm guest list	2 Days	Sunet
10.	Final check-ups and logistics	1 Days	John

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

Deposit of 50 % to be paid for the:

- (a) Venue
- (b) Design of the Flyers
- (c) Gifts

Full Payments to be made for the:

- (a) Entertainment & 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: 20**

Use MS Word to type the following template and table. Adhere to all the instructions.

1. Please open the MS Word template Retail Sale Flyer.
2. Replace SUNFLOWER with SUNFLOWER SALE
3. Delete Don't miss out on your chance to SAVE! and replace with We're All Golden Sunflowers Inside (u/c, bold, cent)
4. Delete all information on the left of the sunflower picture.
5. Use the draw table tool to create a table in the space you just cleared. Type the content in the font Calibri, font size 12, as shown in the template below.

Types	Quantity	Price	Total
Common	25	65	
Perennial	30	75	
Maximilian	50	85	
Pale-leaved	40	95	

6. **Formatting of table:**  
 Column Headings – u/c, bold  
 Autofit to content  
 Insert caption below: Sunflower Prices  
  
**Calculations:**  
 Total price of each sunflowers.  
 Add a Total row at the bottom to calculate the totals of all the columns with the word TOTALS in cell A6
7. Delete Logo
8. Replace 'Sale prices good through Date'  
**with**  
 Sale prices: 01 – 31 August 2023
9. Store Hours: 08:00 – 17:00
10. Delete the Time indicators.
11. Company Name: Scyscraper (u/c, bold, font size 14)  
 Address: Sam Nujoma Drive  
 City: Windhoek  
 Tel: 061-211232  
 Website: www.scyscraper.namibia  
 Delete: 'Additional directions or other information'

**Question 3****Marks: 30**

Type the following **Letter of Application** as the Main Document and standardised letter for your prospective companies. Use the table at the end of the question to create a mailing list. Merge the two documents to create personalised letters. Use font Comic Sans, size 12 to create the main letter.

Print only the letter for Bidvest, the Mailing List as well as the Mail merged document.

«Company», «Address» «Town» ←

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correctly

Dear «Recipient»

**APPLICATION LETTER**

Are you looking for an effective and productive «Job Title» with  
«Number» years of hands-on experience in «Expertise»?  
Knowledge of the latest technology and Ms Office 2019?  
Excellent written and oral communication skills?  
A passion to learn and to increase his skills?

Insert Bullets, s/s

If so, then you need look no further. You will see from my enclosed resume that I meet all of these qualifications and more.

1. I would very much like to discuss opportunities with «Company». 2. To schedule an interview, please call me at «Phone». 3. The best time to reach me is between 10:00 and 16:00, but you can leave a voice message at any time, and I will return your call.

Thank you for taking the time to review my resume. I look forward to talking with you.

Yours sincerely, Ellen de Koe, Bia Student

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correctly

<b>FIELD NAMES</b>	<b>RECORD 1</b>	<b>RECORD 2</b>	<b>RECORD 3</b>	<b>RECORD 4</b>	<b>RECORD 5</b>
<b>Company</b>	Nampower	Namwater	Bank Windhoek	Paratus	Bidvest Namibia
<b>Address</b>	Private Bag 122	PO Box 120	Private Bag 311	Private Bag 1300	PO Box 121
<b>Town</b>	Windhoek	Okahandja	Swakopmund	Rundu	Gobabis
<b>Recipient</b>	Ms Bock	Mr Green	Ms Hoebes	Mr Angula	Ms Andreas
<b>Job Title</b>	Receptionist	Office Administrator	Personal Assistant	Office Manager	Event Coordinator
<b>Number</b>	10	12	8	6	5
<b>Expertise</b>	Front-desk duties	Office Management	Personal assistance	Supervisor	Events
<b>Phone</b>	0812223652	0812223652	0812223652	0812223652	0812223652

**Instructions for Table:**

1. Use Font Calibri, 12
2. Column Headings: Bold, u/c, size 12, Row Height: 35
3. All Borders
4. Rest of row: Row Height: 30
5. Print Mailing List in Landscape.

**QUESTION 4****MARKS: 20**

Retrieve Question 4 – Pivot Table (Property Portfolio) 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. Copy Orinal table and rename the new sheet as Property Porfolio
4. Insert 2 rows above the column headings.
5. Insert Main Heading in row 1 - Property Porfolio and format:  
(U/C, Bold, Merge & Centre, Calibri, 18)
6. **Edit the table as follows:**
  - 6.1 Change the font of the entire table to Calibri font size 12.
  - 6.2 Change the column headings to font size (12), bold, .
  - 6.3 Align column headings in the middle of cell and centre position.
  - 6.4 Fill Column Headings (White Background 1, Darker 15%) row height pixel 45
  - 6.5 Resize columns headings and change the row height of the rest of the table to 30 pixels.
7. **Pivot Table:**
  - 7.1 Select the **Original** sheet and create a PivotTable.
  - 7.2 From the PivotTable Field List choose ***Sum of Bedroom by location to be displayed in the Report.***
  - 7.3 Move Location to Column Label and Bathroom and Bedroom to Row label with Type under value
  - 7.4 Rename the sheet tab - Report
8. **Chart:**
  - 8.1 Create a Column chart from the Report
  - 8.2 Insert the following Chart Elements:
    - Axes (Horizontal & Vertical Primary)
    - Chart Title - Property Portfolio (Bold, u/c, Centred)
    - Data Lables (Outside End)
    - Gridlines - Primary Major Horizontal
    - Legend - Insert on the right
  - 8.3 Select Style 13 from the chart styles
  - 8.4 Make sure both the table and chart fit on one sheet and print.

## QUESTION 4

MARKS: 60

Start Elixir and log into the General Practice option.

The Nkurenkuru Health Centre, in the Okavango Region, requested your assistance as Medical Office Administrator with the setting up of their new practice. Use the following information to set up the practice.

1. Start by creating Service Providers for the practice.

Provider	Email Addresses	Discipline	HPCSA NR	Cellular	Dispensing	Dispensing Registration
Dr Immanuel Nehare	inehare@iway.na	General Practitioner	11136575	0812323568	No	-
Dr Willem Okorusu	wokorusu@hotmail.com	Plastic Surgeon	11136576	0812323569	Yes	112467
Dr Peter Pretorius	ppretorius@africaonline.na	Physiotherapist	11136577	0812323570	Yes	112444
Dr Bert Brandt	bbrandt@gmail.com	Cardiologist	11136578	0812323571	Yes	112222

2. Create the following accounts for each patient.

Surname	First name	ID NUMBERS	Postal Address	Town	Medical AID	Email Address	Provider
					Scheme		
Awaseb	Phillip	7509090025410	Private Bag477	OTJIWARONGO	NMC RUBY	paswaseb@gmail.com	Dr Immanuel Nehare
Goosen	Adolf	9008180025410	PO Box 988	RUNDU	NHP GOLD	agoosen@nust.na	Dr Willem Okorusu
Haukambe	Fredericka	8205150001478	PO Box 156	OSHAKATI	LIBERTY LIFE	fhaukambe@iway.com	Dr Peter Pretorius
Fisch	Eileen	9212100014250	Private Bag 2511	TSUMEB	COMPLIMED PLUS	efisch@telecom.na	Dr B Brandt
Petrus	Abednego	9307110002563	PO Box 1569	ONGWEDIVA	PROSPERITY	apetrus@gmail.com	Dr Willem Okorusu

3. Insert the following Accounting groups to your Database:

- 3.1 Bad Debts - Orange
- 3.2 Normal - White
- 3.3 Private Patients - Pink
- 3.4 Payment overdue - Yellow
- 3.5 Benefits Exceeded - Green

4. Set up the following Clinics:

- 4.1 Nkurenkuru Clinic
- 4.2 Okavango Clinic
- 4.3 Private Clinic

5. Load the following Colleagues:

- 5.1 Dr Sophia Engelbrecht, HPCSA: SE4221, Referring doctor – Dermatologist, Private Bag 8811, Rundu.
- 5.2 Dr Gabriel Hawaseb, HPCSA: GH3112 – Assisting doctor – Anaesthetist, Private Bag 771 Tsumeb.
- 5.3 Dr Cheryl Garas, HPCSA: CG0001 – Referring doctor – Urologist, Private Bag 222, Tsumeb.

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

Surname	First name	Medical AID	Medical Aid
		Scheme	Number
Awaseb	Phillip	NMC RUBY	NMC1133
Goosen	Adolf	NHP GOLD	NHP2121
Haukambe	Fredericka	LIBERTY LIFE	LIB1235
Fisch	Eileen	COMPLIMED PLUS	COM6622
Petrus	Abednego	PROSPERITY	PRO8989

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

Details	Dr Neriene Goreses
Discipline	Homeopath
HPCSA Registration	NG5522
Cellular	0811255698
Email Address	ngoreses@mweb.na
Dispensing	Yes
Dispensing Registration	2232321

8. You have to add the following reasons to the **Suspension** list.

- 8.1 Account Overdue  
8.2 Emigrated  
8.3 Deceased

9. Select the Account group "Bad Debts" and place a **financial block** on it.

10. From your existing accounts, please open the following accounts and add the following children as dependants on their accounts.

MAIN MEMBER	DEPENDANT	DEPENDANT
Phillip Awaseb	Nerro Awaseb DOB: 12 December 2012 Allergies: Citric Acid	Rachel Awaseb DOB: 22 October 2001 Allergies: Atenolol
Fredericka Haukambe	Aiden Haukambe DOB: 10 September 2009 Allergies: Ibuprofen	

11. Make the following appointments in the Elixir Diary

- 11.1 Fredericka phone the practice for a normal consultation with Dr Pretorius 10<sup>th</sup> August 2023 at 10:00.
- 11.2 A new patient Ms Hedwig Julius, walks into the practice, she has not been there before. Book an appointment for her for 26<sup>th</sup> September 2023 at 14:00 with Dr Brandt.
- 11.3 Make a new appointment for Mr Festus (a new patient) Cell: 0812525987 with Dr Goreses on the 11<sup>th</sup> September 2023 at 11:00
- 11.4 Fredericka phoned back and wanted a longer appointment. Please extend the appointment until 11:00
- 11.5 Please move the appointment of Ms Hedwig to Friday, the same week, same time.



12. Please create a new practice **template** called **Medical Necessity** and type the following details on it.

<PRACTICE\_POSTALADDRESS1>  
<PRACTICE\_POSTALADDRESS2>  
<PRACTICE\_POSTALADDRESS3>

Dear DR PETER PRETORIUS

**LETTER OF MEDICAL NECESSITY**

I am referring <PATIENTFIRSTNAME> <PATIENTSURNAME> for evaluation and consideration for a weight management surgical procedure.

I have been <PATIENTFIRSTNAME>'s primary care physician for the past 5 years. I have supervised several of her weight control diets and programs. None of these have resulted in any sustained weight loss. Currently my patient suffers from:

1. Hypertension - 3 years
2. Obesity Related - Depression

Losing weight will certainly make these conditions easier to manage. Since non-surgical programs have failed to provide any long-term benefits for the patient, I feel surgery is her only option.

Yours sincerely

Dr. Nehare  
GENERAL PRACTITIONER

(Student nr and full name)

13. Use the Mail Merge function and Merge the account of Eileen Fisch with this letter. Type your student number and name in brackets at the end of the letter and print a copy.