



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE; HUMAN SCIENCE AND EDUCATION

Department of Governance & Management Science

QUALIFICATION: Bachelor of Business and Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: Medical Office Applications 2B	COURSE CODE: MOA621S
DATE: November 2024	SESSION: Practical Paper
DURATION: 3 Hours	MARKS: 160

FIRST OPPORTUNITY - QUESTION PAPER	
EXAMINER(S)	Ms L Tripodi
MODERATOR:	Ms P Louw

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 TEST PAPER CONSISTS OF 9 PAGES (Excluding this front page)

Question 1

Total: 40

Retrieve Question 1 with the Track Changes from your folder and adhere to the instructions. Type document in Calibri, font size 12, s/s. Insert page numbers (Bottom of page – centre) except for the first page. Insert diagonal watermark: ORIGINAL (u/c, default font. Use Automatic Table2 for the TOC. Insert Reference List.

Hyphen Hydrogen Energy

Lüderitz, a historic town on Namibia's southwestern coast, is set to become a beacon of sustainable energy innovation with the establishment of the new Hyphen Hydrogen Energy campus.

1. Introduction

This ground-breaking project marks a significant step in Namibia's journey towards becoming a global leader in **green hydrogen production**, utilizing its vast renewable resources to create a sustainable energy future.

2. A Vision for a Green Future

Hyphen Hydrogen Energy, a joint venture between global energy leaders and local partners, is committed to developing Namibia's potential in the green hydrogen sector.

2.1 NUST Lüderitz Campus

The Lüderitz campus is the cornerstone of this vision, serving as a hub for: research, development, and production of green hydrogen.

2.2 Solar Resources

This renewable energy source, produced using Namibia's abundant wind and solar resources, is seen as a key solution to reducing global carbon ~~emanations~~ emissions and meeting future energy demands.

3. The Impact on Lüderitz and Beyond

The establishment of the **Hyphen Hydrogen Energy** campus is expected to bring transformative economic and social benefits to Lüderitz and the broader region.

3.1 Employment Opportunities

The project is ~~expected~~ anticipated to create numerous employment opportunities, ranging from construction and engineering to research and administrative roles.

3.2 Professionals and Investment

Moreover, the influx of **professionals and investment** is likely to spur the growth of local businesses and services, further stimulating the regional economy.

4. Research and Development Facilities

Commented [TL1]: Please format as follows:
Font Calibri, size 18, bold, cent

Commented [TL2]: Insert Logo (in folder) on the top right corner next to the heading, height 0.5"

Commented [TL3]: Insert Drop Cap – 2 lines, bold

Commented [TL4]: Use the following link to insert an intext-citation.
<https://www.sciencedirect.com/science/article/pii/S1364032121004688>

Commented [TL5]: Format as heading 1, Black
Font size 16

Formatted: Font: (Default) Arial, Bold

Commented [TL6]: Format as Heading 1, black, font size 16 bold

Commented [TL7]: Format as Heading 2, font size 14, Black

Commented [TL8]: Insert bullets, s/s

Commented [TL9]: Format as heading 2

Commented [TL10]: For as Heading 1

Formatted: Font: (Default) Arial, Bold, Italic

Commented [TL11]: Format as Heading 2

Commented [TL12]: Delete paragraph 3.1

Commented [TL13]: Replace numbering with 3.1

Commented [TL14]: Format as heading 2

Formatted: Font: (Default) Arial, Bold, Italic

Commented [TL15]: Start Nr 4 on new page

Commented [TL16]: Format as Heading 1

The campus will host **cutting-edge research and development facilities**, where scientists and engineers can collaborate on advancing hydrogen technologies. This environment will also foster partnerships with academic institutions, research organizations, and industry leaders, creating a *vibrant ecosystem for innovation*.

Formatted: Font: (Default) Arial, Bold

Formatted: Font: (Default) Arial, Bold

Formatted: Font: (Default) Arial, Bold, Italic

5. Conclusion

Commented [TL17]: Format as heading 1

The ~~induction~~ inauguration of the Hyphen Hydrogen Energy campus in Lüderitz marks a historic milestone for Namibia's green energy ambitions.

As the project takes shape, it promises to bring significant economic, social, and environmental benefits to the region, setting a precedent for sustainable development in Africa and beyond.

Commented [TL18]: Insert Drop Cap 2 line space, bold

Formatted: Font: (Default) Arial, Underline

Question 2**TOTAL: 30**

Retrieve the **Project2024** and adhere to the instructions that follow:

INSTRUCTIONS

1. In the Database **Project2024** use the Employees table to display the "Hiring Dates" of all the employees.
2. Use the table for Employees to create an action query that will display the employees that work on the project **IRS Project X** only.
3. Use the table Employees and Project. Create a joint table with that will display the **Project Titles** of all the Employees who earn an hourly rate of **N\$20**.
4. Use the tables Head of Department and Departments to create a **Crosstabs view** that display the budgets of the Departments. Display table as follows: Head of Department as rows, Departments as Columns and Budget as a sum and value.

*In the **Project2024** database, use the tables indicated below to create a form and report respectively.*

Form:

5. Use the table "Employees" to create a Multiple Items Form and format as follows: Insert a Title: "Global Impact Academy" – Font: Algerian, font size 18, u/c, Text Align: Centre. Resize all columns to fit on one sheet, Print landscape orientation.

Report:

6. Create a header titled "Global Impact Academy"- Font Arial, Size 16, Bold, u/c, Text Align: Centre. Print portrait orientation.
7. Insert page numbers which shows the current page only, at the bottom right position.
8. Insert the Date at the left bottom corner.
9. Insert a textbox for your name and student number in the top left corner.
10. Use the logo, saved in the folder, for "Global Impact Academy" to insert in the top right corner next to the title.
11. Rename all queries accordingly.
12. Go to layout view and resize all columns to fit perfectly.
13. Print all queries as well as the form and the report.

Question 3

Marks: 30

As an Office Administrator of the Khan Academy, you are tasked to design a flyer that will advertise the Institution for the new academic year. Please create an informative, attractive flyer, using Ms Publisher 2016.

INSTRUCTIONS:

1. Use the flyer under the heading Built it. Select Arrows under the grouping Real Estate. Use the option tear-offs for the contact information.
2. Use customize colour scheme Grove.
3. Please follow all instructions carefully to ensure an attractive Flyer.
4. Delete place holders and replace with the information given through the instructions.
5. Print your flyer



Replace:
Logo with Khan Academy Logo (in folder with height: 1.27cm),
Organization with Khan Academy (bold, font size 10, cent)



Business Name

Khan Academy (Font size 14, Bold)

Product/Service Information

Replace content with:
Online Education & Training Courses
(Font: Georgia, size 24, Left Align)

In the content below in a textbox (Font: calibri, size 8, bullets)

Key Features of Khan Academy:

- Wide Range of Subjects
- Interactive Learning
- K-12 Focus
- SAT and Test Prep
- User-Friendly Interface
- Parent and Teacher Tools
- Global Reach

Benefits of Using Khan Academy

- Free Access
- Self-Paced Learning
- High-Quality Content

How to Get Started:

- Visit the Website
- Create an Account
- Explore Courses
- Engage with Content

Place text here that introduces your organization and describes your specific products or services. This text should be brief and should entice the reader to want to know more about the goods or services you offer.

Delete content and replace with:

Khan Academy is a nonprofit educational organization that offers a wide range of free online courses, lessons, and resources. Founded by Salman Khan in 2008, the platform aims to provide a free, world-class education for anyone, anywhere. (Font: Bell MT, Size 14, Cent)

Insert Picture from Khan Academy
(In folder). Centre picture and re-size to 8.8cm

Delete and replace with:
Tel: 061-203 25258
Info.khanacademy@gmail.com

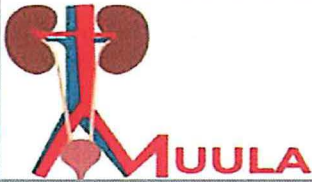
Tel: 555 555 5555

Business Tagline or Motto

Replace Business Tagline or Moto with:

"Empowering Learners, One Lesson at a Time." (Font size 9", Bold & Italics)





HEALTH CARE

Your Health Comes First

ELIXIR QUESTION PAPER

MARKS: 60

Muula Health Care is dedicated to providing comprehensive, patient-centered medical services in the Oshakati region. At Muula Health Care, we prioritize your well-being, ensuring accessible, effective, and personalized care for all our patients. As the Office Administrator, you are expected to assist with the setting up of the new Elixir database. Use the information below to set-up this new practice.

1. Insert the following service Providers:

Provider 1	Provider 2
Dr. Helena Amutenya– General Practitioner HPCSA Registration – 10023589 PO Box 123, Katima Mulilo E-mail address – oshakati.healthclinic@gmail.com Cellular - 0812323660 Dispensing – Yes Dispensing registration - 700565	Dr. Petrus Nghipandulwa – Paediatrician Surgeon HPCSA Registration – 10023900 PO Box 432, Oshakati E-mail address – pediatric@ongwedivaclinic.org Cellular- 0812323661 Dispensing – No
Provider 3	Provider 4
Dr. Selma Iyambo– Physician HPCSA Registration – 10023901 PO Box 363, Rundu E-mail address – siyambo@oshakatiwomenhealth.com Cellular - 0812323662 Dispensing – Yes Dispensing registration – 700555	Dr. Simon Nghilifavali – Cardiologist HPCSA Registration – 45456987 PO Box 454 Oshakati E-mail address - cardiology.oshakati@gmail.com Cellular - 0812323663 Dispensing – No Dispensing registration – N/A
Provider 5	Provider 6
Dr. Maria Tuhafeni – General Surgeon HPCSA Registration – 10023903 PO Box 232, Rundu E-mail address – mtuhafeni@oshakatiskincare.com Cellular - 0812323664 Dispensing – Yes Dispensing registration – 700500	Dr. Ephraim Kandjengo – Orthopedic Surgeon HPCSA Registration – 10023904 Private Bag 113, Rundu E-mail address – ekandjengo@orthopedicosha.com Cellular - 0812323665 Dispensing – No Dispensing registration – N/A

2. Create the following accounts for each patient.

1	Account							
2	Number	Surname	First name	Postal Address	ID Number	Town	Provider	E-mails
3	0001	Shikongo	Maria	PO Box 102	8201014500100	OSHAKATI	Dr. Helena Amutenya	maria.shikongo@gmail.com
4	0002	Uugwanga	Petrus	PO Box 324	9201011450010	ONGWEDIVA	Dr. Petrus Nghipandulwa	petrus.uugwanga@yahoo.com
5	0003	Iyambo	Elizabeth	PO Box 145	8526011450010	OSHAKATI WEST	Dr. Maria Tuhafeni	elizabeth.iyambo@hotmail.com
6	0004	Angula	John	PO Box 876	8307074500100	ONGWEDIVA	Dr. Simon Nghilifavali	john.angula@outlook.com
7	0005	Nakale	Sophia	PO Box 567	7529021010000	OSHAKATI EAST	Dr. Selma Iyambo	sophia.nakale@oshakaticlinic.org
8	0006	Nekundi	Simon	PO Box 234	8902021111474	OSHAKATI NORTH	Dr. Ephraim Kandjengo	simon.nekundi@gmail.com

3. Insert the following Accounting groups to your Database:

- 3.1 Normal – White
- 3.2 Private Patients - Orange
- 3.3 Bad Debts - Yellow
- 3.4 Overdue Payments - Green

4. Set up the following clinics:

- 4.1 Oshakati Health Clinic
- 4.2 Ongwediva Children's Clinic
- 4.3 Women's Health Centre

5. Load the following Colleagues:

5.1

Dr. Leoni Hoffmann – Dermatologist HPCSA Registration – 36369874 Type: Referring Doctor E-mail address – lhoffmann@yahoo.com Cellular - 0812457896	Dr. Martin Roxo– Neurologist HPCSA Registration – 12233569 Type: Assisting Doctor E-mail address – mroxoxo@mweb.com Cellular - 0814747896
--	---

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

1	Account			Medical AID	Medical Aid
2	Number	Surname	First Name	Scheme	Number
3	01	Shikongo	Maria	NAMDEB	500711
4	02	Uugwanga	Petrus	HERITAGE	500712
5	03	Iyambo	Elizabeth	NMC RUBY	500713
6	04	Angula	John	PROSPERITY	500714
7	05	Nakale	Sophia	NMC GOLD	500715
8	06	Nekundi	Simon	LIBERTY LIFE	500716

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

- 7.1 Emigrated
- 7.2 Account Overdue

8. Select the Account group “Bad Debts” and “**Overdue Payments**” place a financial block on it.

9. Please create a new practice template called **Test Results** and type the following details on it. Attach this letter to Maria Shikongo and print a copy of it: Type your student number and name in brackets at the end of the letter and print a copy.

<PATIENTFIRSTNAME> <PATIENTSURNAME>

<PATIENTIDENTITY>

<PATIENTBIRTHDATE>

<DATEOFSERVICE>

Subject: Test Results for

Dear <PATIENTTITLE> <PATIENTSURNAME>

I hope this message finds you well. I wanted to inform you about the results of your recent kidney stone test.

Test Name: Kidney Stone

Results: The results show that you have a small kidney stone in your left kidney.

Key Findings: The stone is small and may pass on its own with increased hydration.

Next Steps: We recommend scheduling a follow-up appointment to discuss treatment options. We also suggest a follow-up ultrasound in six months to monitor your condition.

If you have any questions or would like to discuss the results in more detail, please don't hesitate to contact us at <PRACTICE_TELEPHONENUMBER>.

Thank you, and take care.

Name & Student Nr of Student

10. Insert the following dependents to the following accounts.

MEMBER	MAIN	DEPENDANT
Simon Nekunde		Desiree Nekundi (0006) Date of Birth: 10 February 2021 Allergies: Atenolol
Elizabeth Iyambo		Isaiah Iyambo (003) DOB: 07 June 2015 Allergies: Loperamide

11. Please create the following Macros:

Macro	Procedure	Your Code	Description
THY101	Thyroid Infection	014E Y64I AL2W U893	Sterile Zone Kit Gloves PEHA Soft Scalpel Medi Safe Anaesthetics Sys Maple
CYST02	Breast Cyst	C7U4 3D67 48C2 V5Q7	Biopsy Gun Super Tray Dressing Swab Pain Balance Cap Surgical Spirit
KID303	Kidney Stones	5QU2 08FF 38J6 AGM5	Ureteric Stent Pencan Needle 27G Kidney Stone DRP Pain Cap

12. Post the following Macro's to these patients:
Maria – CYST02
Petrus – KID303
Sophia – THY101
13. Settle all the Payments as cash payments
14. Make the following appointments:
 - 14.1 Ms Karen Fabiano (a new patient) Cell: 0812254222 needs an urgent appoint. Dr Amutenya is available on the 20th November 2024 at 09:00
 - 14.2 Schedule an appointment for a normal consultation for Sophia Nakale for the 11th of November 2024 at 11:00.
 - 14.3 Ms Maria Shikongo, walks into the practice, she has an emergency and Dr Petrus Nghipandulwa is available to see her immediately.
 - 14.4 Ms Karen Fabiano phoned back and needs a longer appointment. Please extend the appointment until 10:00
 - 14.5 Sophia also called back; requesting that her appointment be postponed due to work commitments. Please shift the appointment to the Friday of the same week.
15. Print the Daily Transaction Report to verify all the transactions for the day.