



**NAMIBIA 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: January 2025	SESSION: Practical Paper
DURATION: 3 Hours	MARKS: 160

SECOND 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 4 PAGES (Excluding this front page)

Question 1

Marks: 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 except for the first page (Bottom of page – center). Insert diagonal watermark: CONFIDENTIAL (u/c, font: default). Use Automatic Table2 for the TOC. Insert Reference List.

Students, please ensure that you pay attention to the layout of the document by aligning the numbering correctly.

Innovation Development

1. The Status of Innovation Development

Innovation Development is a ~~orderly~~ systematic investigation into and study of materials, sources, and topics in order to establish facts and reach new conclusions. It is a fundamental aspect of human progress and is integral to the development and growth of knowledge across all disciplines.

2. Intellectual Advancement

At its core, innovation is about discovering new information and expanding our understanding of the world.

2.1 Discovering Topics

By systematically discovering new topics, researchers can uncover new insights and contribute to the body of knowledge in a particular field.

2.2 Conceptual Development

This advancement of knowledge is crucial for the development of new theories, concepts, and practices.

Whether it's uncovering the secrets of the universe in astrophysics or understanding human behaviour in psychology, research fuels intellectual growth and curiosity.

3. Data-driven Decisions

Innovation plays a critical role in informed decision-making, particularly in policy-making and business strategy. By providing evidence-based information, research helps policymakers understand the potential impacts of their decisions and create policies that are beneficial for the public.

~~In the business world, market research allows companies to understand consumer behaviour, identify market trends, and make strategic decisions that enhance their competitiveness. Without research, decisions would be based on assumptions and speculation, leading to potentially disastrous outcomes.~~

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Fill: Black Text Colour 1; Outline White Background Colour 1; Hard Shadow Blue, Accent Colour 5, font size 30

Commented [TL2]: Insert as Heading 1, Black, font size 14

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Commented [TL3]: Use the following link to insert the in-text citation reference:
https://www.researchgate.net/publication/332246566_Book_Review_Creswell_J_W_2014_Research_Design_Qualitative_Quantitative_and_Mixed_Methods_Approaches_4th_ed_Thousand_Oaks_CA_Sage

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Commented [TL7]: Create one paragraph

Commented [TL8]: Insert as Heading 1, Black, font size 14

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4. Social Impact of Research Research has a profound impact on society as a whole. It addresses critical issues such as health, education, and the environment, leading to improvements in the quality of life. For example, research in public health helps in understanding and controlling diseases, leading to healthier populations. Educational research informs teaching methods and learning processes, enhancing educational outcomes. Environmental research contributes to understanding climate change and finding sustainable solutions to environmental challenges. The benefits of research extend beyond the individual to society at large, making it an essential tool for social progress.

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5. Personal and Career Growth

Engaging in research also offers significant personal and professional benefits. For individuals, research develops critical thinking and analytical skills, enhances problem-solving abilities, and fosters a sense of curiosity and exploration.

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6. Innovation and Technological Development

Innovation Transformation

Innovation is the backbone of Transformation. It provides the foundation for developing new technologies, products, and processes that can improve the quality of life.

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Commented [TL15]: Use Block Arrow Right, height 0.09, width 0.62"

Commented [TL16]: Insert Rectangular, height 0.36"
Text: Calibri size 11

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Commented [TL18]: Insert Oval, height 0.36"
Text: Calibri size 11

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6.1 Recognise Challenges

Through investigation, scientists and engineers can identify problems and create solutions that lead to technological advancements. For instance, research in medicine has led to the development of life-saving drugs and medical procedures.

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6.2 Devices and Applications

1. Statistical Analysis Software
2. Data Management Software
3. Digital Recorders
4. Drones
5. Wearable Technology

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7. Knowledge Management and Preservation

Innovation ensures that valuable knowledge is documented and preserved for future generations. By recording findings and results, researchers create a repository of information that can be accessed and built upon by others. This documentation is vital for maintaining the continuity of knowledge and ensuring that insights are not lost over time. It also provides a reference point for future research, allowing new generations of researchers to learn from past work and avoid duplicating efforts.

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108. Conclusion

Innovation is a powerful tool that drives human progress. Its importance is evident in the advancement of knowledge, innovation, informed decision-making, societal benefits, personal and professional development, preservation of knowledge, and economic growth.

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Question 2

TOTAL: 40

Retrieve the Spreadsheet named "**Weight Loss**" and adhere to the following instructions.

Sheet 1 – Weight in June
Sheet 2 – Weight in August

INSTRUCTIONS:

1. The participants of the "**Kyknet**" show "**The Biggest Loser**" are having their first weigh-in show. These participants are part of this programme for the last 6 months. We would like to calculate their weight for the of June and August together.
2. Open another sheet, sheet 3 and rename it as **Total Weight**. Copy the sheet of Weight in June to sheet 3. Delete the columns for Hobby & Towns. Please calculate the weight for both months for each participant and insert the results in the Total Weight sheet.
2. Formatting - **Total Weight** sheet:
 - 2.1 Insert two rows:
1st Row – Insert Heading – Total Weight (u/c, Bold, font Calibri, size 16, merge & centre)
 - 2.2 Row Height:
Column Headings row height – 40 pixels
Rest of rows – 30 pixels
 - 2.3 Column Headings (Calibri, Bold, Font size 14) with background color of White background 1, 15%.

Formatting:

3. Copy the Sheet named Weight in June from the workbook to a new workbook and rename the sheet as Original.
 - 3.1 Change the font to Arial, Font size 12.
 - 3.2 Insert two-line space on top and add the heading – Total Weight in the first line (Merge and Centre, Bold, Font Size 16, Font Arial).
 - 3.3 Insert All Borders (excluding the Main headings)

- 3.4 **Row Height:**
Column Headings - 40 pixels.
Rest of table – 35 pixels.
- 3.5 Column Headings - bold the column headings and insert background color –
White Background 1, Darker 15%.

Filter:

4. Copy the Original sheet four times and do the following filtering with the renaming accordingly:
- 4.1 Sheet 1 - Display the first names that contains the letter "o".
- 4.2 Sheet 2 – Show only the participants whose hobby does not contains an "e".
- 4.3 Display all the towns that starts with the letter "k"
- 4.4 Sheet 3 – Please display the weight in Junes of the participants between 55 and 60.
5. Insert the header for each sheet.
6. Print all filtered sheets in portrait.

QUESTION 3 – PUBLISHER**[30]**

Create the following **Academic Achievement Ceremony** invitation card for some special guests. Please adhere to the instructions below.

Under the Built It Templates, select Greeting Card, Occasions & Events, Anniversary 1.

Colour Scheme: Mist

Font: Georgia

Page Size: Quarter-Sheet Top Fold

Page 1 –Top Front Cover

Delete default picture and replace with "**Class of 2024**" picture in folder. Resize to 5.4cm, centre position. In the space below, delete the words Best Wishes and replace with - "**Celebrating Success**" (font: Georgia, 14cm, centre)

Page 2 (top inside)

Delete top part – insert the following content:

Celebrating Academic Excellence!! (Font: Aparajita, size 24, cent)

1st and 2nd block. Insert graduation picture (saved in folder).

**Page 3**

1st Place holder: Delete content

2nd Place holder: Delete content and replace with the following:

**Page 4: Back of Invite**

Insert in textbox: "Yesterday's Students, Today's Graduates, Tomorrow's Leaders!". Type in font: Agency FB, 18, underneath each other, center position,

Please delete **DBTS** and replace with your name and student number in brackets in a centered position.

ELIXIR**MARKS: 60**

A new medical practice, Pelia Medical Practice opened their doors in Eros, Windhoek. As the Office Administrator use your skills that you have learnt during your training to set up this practice.



1. Insert the following service Providers:

Provider	Practice		Discipline	HPCSA NR	Cellular	Dispensing	Registration
Dr Christine du Toit	Healthy Life Clinic	cdutoit@gmail.com	Occupational Therapists	32345432	081813232456	Yes	700131
Dr Roberto Apple	Family Care Center	rapple@mweb.com	Medical Oncologist	22568925	081812323569	Yes	700132
Dr Bernard Haufiku	City Health Clinic	bhaufiku@gmail.com	General Surgeon	12365899	081812245697	No	
Dr Helena Ndume	Windhoek Family Practice	hndume@telecom.na	Ophthalmologist	45456987	081815647899	No	

2. Create the following accounts for each patient.

Account Number	Surname	First name	Postal Address	ID Number	Town	E-mails	Provider
0001	Smith	John	PO Box 1212	8201014500100	GOBABIS	johnsmith@gmail.com	Dr du Toit
0002	Johnson	Sarah	PO Box 3214	9201011450010	WINDHOEK	sarah.johnson@gmail.com	Dr Haufiku
0003	Davis	Mike	PO Box 222	8526011450010	REHOBOTH	mikedavis@gmail.com	Dr Ndume
0004	Brown	Emily	PO Box 1478	8307074500100	KALKRAND	emilybrown@gmail.com	Dr Ndume
0005	Wilson	David	PO Box 258	7529021010000	MARIENTAL	davidwilson@gmail.com	Dr Apple
0006	Martinez	Sophia	PRIVATE BAG 112	8010101112520	OKAHANDJA	sophiamartinez@gmail.com	Dr Haufinku

3. Insert the following Accounting groups to your Database:

- 3.1 Normal – White
- 3.2 Exceed Benefits – Blue
- 3.3 Paper Claims – Green
- 3.4 Handed over – Yellow

4. Set up the following clinics:

- 4.1 Lady Pohamba Private Clinic
- 4.2 Roman Catholic Clinic
- 4.3 Eros Medical Clinic

5. Load the following Colleagues:

- 5.1 Dr Brian Muundja, Pr nr 2349879, Assisting doctor – Anaesthesiologist, E-mail Address – bmuundja@gmail.com
Private Bag 456, Windhoek
- 5.2 Dr W Kaambo, Pr nr 8989678 – Referring doctor – Radiologist, Private Bag 987, E-mail Address – wkaambo@mweb.na, Kleine Kuppe
- 5.3 Dr John Peters, Pr nr 8901243 – Assisting doctor – Neurologist, E-mail Address – jpeters@telecome.na, Private Bag 369, Windhoek

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

Account Number	Surname	First Name	Medical AID Scheme	Medical Aid Number
ooo1	Smith	John	NAPOTEL	525112
ooo2	Johnson	Sarah	VITALITY	525113
ooo3	Davis	Mike	NAMDEB	525114
ooo4	Brown	Emily	LIBERTY LIFE	525115
ooo5	Wilson	David	INVESTMED	525116
ooo6	Martinez	Sophia	NMC TOPAZ	525117

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

- 7.1 Claim Date Expired
7.2 Account in Arrears

8. Select the Account group “Handed Over” and “Benefits Exceeded” place a **financial block** on it.

9. Insert the following dependents to the following accounts.

MAIN MEMBER	DEPENDANT
Ms Sofia Martinez	Kelly Martinez (01) Date of Birth: 12 October 2010 Allergies: Cetirizine
Mr John Smith	Jaden Smith (02)) DOB: 07 June 2015 Allergies: Amiloride

10. Please create the following Macros:

Macro	Procedure	Your Code	Description
URI808	Urine Retention	B8UE OASI IQU7 2A82	Sterile Pack Kit Gloves PEHA Trimega CAP Vita C Tab

BONE113	Bone Density	PKU2 XTP1 B144	Calci-Dense Injection Slow Mag Cap
SINU600	Sinus Infection	89V7 0WM6 8ANT	Cortisol Control Nasal Spray Antihist

11. Post the following Macro's to these patients:
Sofia Martinez– URI808
Dawid Wilson – BONE113
Emily Brown – SINU600
12. Settle all the Payments as cash payments
13. Make the following appointments:
 - 13.1 An appointment for a normal consultation with Dr Haufiku for Sarah Johnson for the 11th of November 2024 at 11:00.
 - 13.2 Make an appointment for Mike Davis (a new patient) Cell: 0812254444 with Dr Ndume on the 20th November 2024 at 12:30
 - 13.3 A new patient Mrs Tracey van Wyk, walks into the practice, she has not been there before. Book an appointment for her for 8th of November, at 15:00 with Dr John Peters.
 - 13.4 Ms Johnson phoned back and needs a longer appointment. Please extend the appointment until 12:00
 - 13.5 Mike Davis called back; requesting that his appointment be postponed due to work commitments. Please shift the appointment to the Friday of the same week.
14. Print the Daily Transaction Report to verify all the transactions for the day.