



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: Bachelor of Business and Information Administration	
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COURSE CODE: MIS621S	COURSE NAME: Medical Information Systems 2B
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DURATION: 2 Hours	MARKS: 100

2nd OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER:	Ms A Schroeder
MODERATOR:	Ms L Beukes

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL four (4) questions.2. Read questions carefully before answering.3. Please number your answers clearly.4. Make sure your student number appears on the answering script.

PERMISSIBLE MATERIALS

1. Examination paper.
2. Examination script.

THIS QUESTION PAPER CONSISTS OF 4 PAGES (Including this front page)

QUESTION 1

[20]

Read each statement or question and choose the answer that best completes the statement or question. Only write the appropriate letter next to the question number. **(10)**

- 1.1 An employee is injured while being at work. Identify the policy that likely provides primary coverage.
- A. Long-term care policy
 - B. Liability policy
 - C. Life policy
 - D. Group insurance policy
 - E. Workers compensation
- 1.2 The first method used to attempt to collect debt might be:
- A. Calling the guarantor at work
 - B. Writing a letter to the guarantor
 - C. Adding a threatening message to the guarantor's statement
 - D. Calling the patient and requesting for a payment
 - E. None of the above
- 1.3 HPCNA stands for:
- A. Heritage Professional Council in Namibia
 - B. Homogenous Profession Committee in Namibia
 - C. Habituate Professional Country in Namibia
 - D. Homeowners Protector Commission in Namibia
 - E. Health Professionals Council in Namibia
- 1.4 _____ is a doctor trained in the use of radiology to diagnose and treat diseases.
- A. Audiologist
 - B. Pathologist
 - C. Radiologist
 - D. Dermatologist
 - E. Cardiologist
- 1.5 _____ refers to the term where patients want to have certainty and trust that their medical histories and treatment will be kept confidential.
- A. Medical history
 - B. Patient's rights
 - C. Patient confidentiality
 - D. Patient's medical record
 - E. Patient's death notice for creditors
- 1.6 It is essential that all the steps in the claim's preparation process be carefully followed and without any mistakes. A claim that does not follow all the steps will be:
- A. Cancelled
 - B. Not paid out
 - C. Destroyed
 - D. Rejected
 - E. All the above

- 1.7 Select the report that contains the results of a study on body tissue.
- A. Radiology report
 - B. Autopsy report
 - C. Consultation report
 - D. Summary sheet
 - E. Pathology report
- 1.8 _____ refers to the individual such as the subscriber's spouse or dependent, who qualifies for benefits under that subscriber policy.
- A. Premium
 - B. Insurer
 - C. Insured
 - D. Beneficiaries
 - E. Competitor
- 1.9 Paediatric patient is a patient:
- A. Younger than 7 years
 - B. Older than 10 years
 - C. Younger than 14 years
 - D. Older than 21 years
 - E. Older than 14 years
- 1.10 The abbreviation NAMAF stands for:
- A. Namibia Assurance Medical Assistance Funds
 - B. Namibian Assembly Medication Assistance Funds
 - C. Namibia Assistant Medicine Aids Funds
 - D. Namibia Association of Medical Aids Funds
 - E. Namibian Association Medicine Assistance Funds

Medical Office Assistants needs to be familiar with medical abbreviations. Indicate what the following acronyms stand for.

- 1.11 BM
- 1.12 SOMR
- 1.13 AIDS
- 1.14 BS
- 1.15 HIV
- 1.16 HPCNA
- 1.17 Ca
- 1.18 SSC
- 1.19 CC
- 1.20 LMP

QUESTION 2

[30]

- 2.1 Keeping of medical records are very important for all medical practices. Discuss the purpose of why it is essential that medical practices and clinics should keep their record. **(8)**
- 2.2 Ruusa Haifeta has started working as the new Medical Office Assistant at Rhino Park Hospital. You have been in this position for four years now. Brief Ruusa on the advantages of EHR. **(8)**
- 2.3 Mr Abel Sichombe has started working as the new Medical Office Assistant at Rhino Park Hospital. You have been in this position for the last five (5) years. You must brief him about the retention and disposal of records at Rhino Park Hospital by explaining the difference between active, inactive, and closed records. **(6)**
- 2.4 It is the patient's responsibility to take care of his/her health. While it is the parents or guardians' responsibility to make sure their children are immunised against infectious diseases worldwide. Discuss "immunisation in detail. **(5)**
- 2.5 Medical practitioners may make use of various filing methods. Discuss the three (3) advantages of a numerical filing system. **(3)**

QUESTION 3

[25]

- 3.1 Freddy Shipanga has recently started working as a health professional at Lady Pohamba private hospital. He has been asked to release information about a certain patient that has recently been diagnosed with prostate cancer. You have been working at the same hospital for four years and have been asked to inform him on the three (3) guidelines that should be followed when releasing patient information. **(6)**
- 3.2 Discuss the two (2) sets of skills you need to have to be an effective medical transcriber. **(4)**
- 3.3 A new employee has stated at Rhino Park Private hospital. Explain to him/her what your responsibilities as a Medical Office Administrator involves. **(5)**
- 3.4 Legal and ethical issues in medical billing are a matter of concern for all medical practitioners. Discuss any five (5) "billing fraud" practices as one of these legal and ethical issues. **(10)**

QUESTION 4

[25]

- 4.1 Medical practices across the world have the option to make use of a manual or a computerised system. Discuss any five (5) advantages of computerised systems. **(5)**
- 4.2 Fees for medical care various extremely particularly in the private sector. Identify and discuss four (4) factors that may influence medical fees. **(8)**
- 4.3 There are different stakeholders involved in the medical aid industry. Discuss any five (5) roles of the fund as one of these medical industry stakeholders. **(10)**
- 4.4 Discuss the concept co-payment. **(2)**