



**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	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE CODE: MIS621S	COURSE NAME: Medical Information Systems 2B
SESSION: January 2024	PAPER: 1
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 5 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 Indicate to which of the following are being referred to, when Ava Ilukena takes her three-year-old toddler to the Pediatrician to get vaccinated for Measles and Influenza.
- A. Pathology report
 - B. Radiology report
 - C. Antenatal tests
 - D. Immunisation
 - E. Vaccination
- 1.2 Select the type of test that are being performed on a pregnant lady during pregnancy to detect health problems in the growing fetus.
- A. Mammogram
 - B. Radiology test
 - C. CT scan
 - D. Antenatal tests
 - E. Urine test
- 1.3 Refers to a set amount that must be paid to the doctor by the patient at each encounter regardless of the cost of the visit.
- A. Co-insurance
 - B. Co-payment
 - C. Premium
 - D. Subscriber
 - E. Insured
- 1.4 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
- 1.5 _____ is defined as an instance where Paramount Health care Centre collects a certain amount from the patient in cash and then bills the medical aid fund the balance of the account at the fund's benchmark tariff.
- A. Split billing
 - B. Estate claims
 - C. Identify theft
 - D. Billing fraud
 - E. Insurance
- 1.6 _____ is the part of the rate outstanding of a service rendered after the benefit under a medical scheme has been deducted and which the member is liable to pay directly to the service provider:
- A. Claim
 - B. Premium
 - C. Beneficiary
 - D. Co-payment
 - E. Service provider

- 1.7 The abbreviation PSEMAS stands for:
- A. Public Service Employee Medical Aid Scheme
 - B. Property Service Employee Medical Aid Scheme
 - C. Parental Service Employer Medical Aids Support
 - D. Patient Service Empowerment Medical Aids Scheme
 - E. Pathology Service Employee Medical Aid Scheme
- 1.8 Another name for a superbill is _____.
- A. Encounter form
 - B. Charge slip
 - C. Fee slip
 - D. Service record
 - E. All the above
- 1.9 Indicate which of the following are being referred to when specific codes are being used to process medical claims of patients at a practice.
- A. Medical history
 - B. Procedure coding
 - C. Medical coding
 - D. Summary sheet
 - E. Diagnosis coding
- 1.10 Select which of the following documents should be signed when Billy Thomas, a patient at Dr Steenkamp's medical practice for the last five years, wants his records transferred to Dr Agnew's family practice.
- A. Resignation
 - B. Ex-gratia application
 - C. Release of Information
 - D. Notice of Privacy Practices
 - E. Confidentiality Agreement

Medical Office Assistants needs to be familiar with medical abbreviations. Indicate what the following acronyms stand for. **(10)**

- 1.11 AB
- 1.12 Bx
- 1.13 Cap
- 1.14 DVT
- 1.15 EHR
- 1.16 FBS
- 1.17 gtt
- 1.18 HBV
- 1.19 ICU
- 1.20 KUB

QUESTION 2

[30]

- 2.1 Mr Joseph Hango has started working as the new Medical Office Assistant at Rhino Park Hospital. You have been in this position for four years. You must give him an induction/orientation about the retention and disposal of records at Rhino Park Hospital by explaining to him the difference between active, inactive and closed records. **(6)**
- 2.2 Medical personnel at clinics, hospitals and health care facilities deal daily with a variety of patients. Discuss any five (5) responsibilities of patients. **(10)**
- 2.3 One of the Medical Office Assistants responsibilities is to practice proper record keeping at a medical facility. Discuss four (4) reasons why medical records should be kept. **(4)**
- 2.4 Medical Office Assistants will deal with a variety of patients daily. Discuss the billing basics that he/she must keep in mind when it comes to the charges for minors. **(6)**
- 2.5 Organisations may opt for manual or electronic filing in processing of claims in their practices. Discuss four (4) advantages of electronic filing of claims. **(4)**

QUESTION 3

[20]

- 3.1 Medical facilities have the option of making use of a manual or a computerised appointment system. Discuss five (5) disadvantages of a computerised appointment system. **(10)**
- 3.2 Discuss "Workers Compensation" in detail. Pay attention to the mark allocation of the question. **(5)**
- 3.3 It is essential that the medical service providers speak the same language when it comes to the processing of medical claims. Examine the term "medical claim". **(2)**
- 3.4 List any three filing methods that medical practices may use. **(3)**

QUESTION 4

[30]

- 4.1 Mr Rodrick Imene has started to work a new employee as a Medical Office Assistant at Medi-clinic private hospital in Swakopmund. You have been working at the same hospital for five years and have been asked to discuss with him three (3) aspects on how the “assignment of benefits” works. **(6)**
- 4.2 Discuss “medical billing” and examine the eight (8) steps in the billing process medical service providers should follow. **(10)**
- 4.3 Various stakeholders complete for their services in the medical aid industry. Discuss six (6) roles of the fund as one of these medical industry stakeholders. **(6)**
- 4.4 Managing your facility’s healthcare storage effectively is very crucial. Discuss the guidelines/procedures a health care facility can follow when it comes to the storage of patients’ medical records. **(6)**
- 4.5 A superbill is a document from which the patient’s bill is generated and contains the patient’s diagnosis and list of charges. List two (2) ways in which a superbill can be produced. **(2)**