



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION
DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES**

QUALIFICATION: Bachelor of Business & Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: Medical Information Systems 2B	COURSE CODE: MIS621S
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DURATION: 2 Hours	MARKS: 100

1st OPPORTUNITY EXAMINATION QUESTION PAPER	
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INSTRUCTIONS
a) Answer ALL the questions and start each question on a new page. b) Read all questions carefully before answering. c) Number answers according to the numbering structure provided in the question paper.

**THIS QUESTION PAPER CONSISTS OF 5 PAGES
(INCLUDING THIS FRONT PAGE)**

QUESTION 1**[20]**Identify the letter of the choice that best completes the statement or answers the question. **(10)**

- 1.1 _____ involves directing and organising all activities related to keeping and caring for information of patients.
- A. Patient confidentiality
 - B. Medical billing
 - C. SOAP method
 - D. Medical transcription
 - E. Health Information Management
- 1.2 Select the document that must be signed when Dr Weilbacher wishes to transfer Amy Lita's patient record to Dr Weber who will be treating her from now on.
- A. Notice of Privacy Practices
 - B. Release of Information
 - C. Confidentiality Agreement
 - D. Superbill
 - E. Resignation
- 1.3 _____ involves the process of submitting and following-up on claims with medical aid companies to receive payment for services rendered such as testing, treatment and procedures.
- A. Superbill
 - B. Medical billing
 - C. Confidentiality agreement
 - D. Patient information
 - E. Diagnosis
- 1.4 Patients covered by medical aids are usually asked to have their medical claims sent directly to their doctor's practice. This arrangement is called _____.
- A. Release of information
 - B. Confidentiality agreement
 - C. Standards of care
 - D. Assignment of benefits
 - E. Missed appointment
- 1.5 _____ in a medical setting involves an imposter receiving medical services and having the services charged to another person or to his/her medical aid.
- A. Confidentiality
 - B. Billing fraud
 - C. Estate claims
 - D. Fee splitting
 - E. Identity theft
- 1.6 _____ refers to any individual, such as the subscriber's spouse or dependent, who qualifies for benefits under that subscriber policy.
- A. Premium
 - B. Beneficiary
 - C. Insurer
 - D. Insured
 - E. Competitor

- 1.7 Indicate which policy will provide coverage when Nicole a worker at Rhino Park hospital is injured, while being at her work.
- A. Study policy
 - B. Long-term care policy
 - C. Group insurance policy
 - D. Workers' compensation policy
 - E. Life policy
- 1.8 A basic medical record of a patient may contain the following except:
- A. Progress notes
 - B. Medication records
 - C. Medical history
 - D. Summary sheet
 - E. Obituaries
- 1.9 Refers to the person who holds the insurance policy:
- A. Premium
 - B. Insurer
 - C. Insured
 - D. Beneficiaries
 - E. Competitor
- 1.10 The abbreviation NAMAFA 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 Aid Funds
 - E. Namibian Association Medicine Assistance Funds

Medical Office Assistants need to be familiar with a variety of medical abbreviations that are commonly used in the medical office. Indicate what the following abbreviations stand for. **(10)**

- 1.11 BM
- 1.12 ADHD
- 1.13 FH
- 1.14 BP
- 1.15 CC
- 1.16 DVT
- 1.17 MRI
- 1.18 HEENT
- 1.19 LP
- 1.20 PI

QUESTION 2

[20]

Answer all the questions. Pay attention to the mark allocation of each question.

- 2.1 Discuss the concept “confidentiality agreements” that all medical personnel need to be familiar with, once they get a job at a hospital, dentist or a private practice. (4)
- 2.2 Hospitals, clinics and medical practices must face many challenges in the use of Electronic Health Records. Name and discuss any four (4) of these obstacles/challenges that businesses may face. (8)
- 2.3 Protecting the confidentiality of the health information contained in a medical record is one of the main concerns regarding EHRs (Electronic Health Records). Examine four (4) ways how medical institution can protect electronic health information of their patients. (8)

QUESTION 3

[20]

- 3.1 A new employee known as Ms Cassey lipinge has started to work at the reception area at Edge Dental Practice in Rehoboth. As a Medical Information Systems 2B student, explain to her how the “assignment of benefits” concept works. (6)
- 3.2 Medical Imaging Namibia often discover that certain patients are in arrear with your accounts. Outline some of the reasons why a patient’s account may not be paid. (4)
- 3.3 Practices may opt to sort their records according to the SOMR or POMR. Indicate what the abbreviations stand for and clearly distinguish between the SOMR and the POMR records. (6)
- 3.4 Legal and ethical issues in medical billing are a matter of concern for all medical practitioners. Discuss “medical debt” as one of these legal and ethical issues individuals and businesses must deal with. (4)

QUESTION 4**[20]**

- 4.1 Health care fraud affects individuals and businesses and causes tens of billions of dollars in losses each year. Discuss any five (5) “billing fraud” practices as one of these legal and ethical issues. **(10)**
- 4.2 Namibia Association of Medical Aid Funds (NAMAF) is a juristic body established in terms of the Medical Aid Funds Act, 1995 (Act 23 of 1995). Examine three of the main functions of NAMAF. **(6)**
- 4.3 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. **(4)**

QUESTION 5**[20]**

- 5.1 There are different stakeholders involved in the medical aid industry. Discuss five (5) roles of the “administrator” as one of these medical aid industry stakeholders. **(10)**
- 5.2 Namibia Financial Institutions Supervisory Authority (NAMFISA) is an independent institution established by virtue of Act No. 3 of 2001. Examine three functions of NAMFISA. **(6)**
- 5.3 Examine the concept “workers compensation” as an essential insurance that businesses need to take out for their workers. **(4)**