



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
DATE: January 2025	SESSION: 1
DURATION: 2 Hours	MARKS: 100

2nd OPPORTUNITY EXAMINATION QUESTION PAPER	
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INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions and start each question on a new page.2. Read all questions carefully before answering.3. 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 _____ refers to the practice of assigning a numerical or alphanumeric code to identify a procedure performed or condition treated.
- A. Appointment scheduling
 - B. Superbill
 - C. Missed appointments
 - D. Assignment of benefits
 - E. Medical coding
- 1.2 HPCNA stands for:
- A. Health Professional Council in Namibia
 - B. Heritage Professional Council in Namibia
 - C. Happy Professional Council in Namibia
 - D. Homeowners Protector Commission in Namibia
 - E. Health Profession Committee in Namibia
- 1.3 Step six in the medical billing process involves:
- A. Patient registers and the superbill generated
 - B. Superbill information is entered into the bookkeeping system
 - C. Superbill is attached to the patient's record
 - D. Documentation reviewed and superbill coded
 - E. Superbill is sent to medical billing personnel
- 1.4 When a patient is referred to a specialist, the specialist will document the encounter with the patient in a report known as a:
- A. Pathology report
 - B. Operative report
 - C. Correspondence
 - D. Consultation
 - E. None of the above
- 1.5 Which of the following can protect the confidentiality of patients' electronic health information?
- A. Allow employees to share passwords to make information more accessible
 - B. Discourage the use of screensavers and time limits if the system is inactive
 - C. Allow all employees to access all areas of the system
 - D. Track employee's usage of the system
 - E. None of the above
- 1.6 All of the following are Patient's rights in Namibia except.
- A. Access to healthcare
 - B. Free tertiary education
 - C. Choice of health services
 - D. Complaints about health services
 - E. Confidentiality and privacy

- 1.7 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. Reporting the patient to his/her supervisor
- 1.8 _____ 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
- 1.9 Making use of colour coding in medical records will:
- A. Eliminate the need to perform quantitative analysis on medical records
 - B. Increase the time required to file records
 - C. Reduce the number of medical records required
 - D. Make it easier to locate the records
 - E. None of the above
- 1.10 Other name/s for a superbill is:
- A. Service record
 - B. Fee slip
 - C. Charge slip
 - D. Encounter form
 - E. All the above

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 ER
- 1.12 STD
- 1.13 mm
- 1.14 OH
- 1.15 PV
- 1.16 OP
- 1.17 MD
- 1.18 KUB
- 1.19 SOB
- 1.20 x-ray

QUESTION 2**[20]**

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

- 2.1 Mr Joseph Hango has started working as the new Medical Office Assistant at Medi-clinic hospital. You have been in this position for four years. You must give him orientation about the retention and disposal of records at Medi-clinic hospital by explaining the difference between active, inactive and closed records to him. **(6)**
- 2.2 A new employee known as Ms Renate Andres has started to work at the reception area of Dr Tangeni's Dental Practice in Windhoek where they daily deal with patients that make appointment and not turning up. The practice has a policy on charging for missed appointments. As a Medical Information Systems student, explain to her how to go about in dealing with "missed appointments" at Dr Tangeni's Dental Practice. **(6)**
- 2.3 There has been a significant rise in cases of people making claims against the estates of deceased persons in recent years. Discuss any five (5) "estate claims" as one of these legal and ethical issues individuals and businesses may have to deal with. **(5)**
- 2.4 List the two (2) ways in which superbills may be produced. **(3)**

QUESTION 3**[20]**

- 3.1 Patient rights are those basic rules of conduct between patients and medical service provider as well as the institutions and people that support them. Examine any six (6) rights the Namibian patients have. **(6)**
- 3.2 Occasionally medical practitioners will deal with patient's that are unable to settle their medical accounts. Indicate the four (4) instances or times when the doctors may not initiate collection action against patients. **(4)**
- 3.3 Fees of medical care differs extremely, particularly in the private sector. Identify and discuss four (4) factors that may influence medical fees that practitioners charge their patients. **(8)**
- 3.4 Medical practices may opt for various filing methods. Name and discuss two of the filing methods that practices may use. **(2)**

QUESTION 4

[20]

- 4.1 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)**
- 4.2 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 explain to him the three (3) guidelines that should be followed when releasing patient information. **(6)**
- 4.3 Legal and ethical issues in medical billing are a matter of concern for all medical practitioners. Discuss "identity theft" as one of these legal and ethical issues. **(4)**
- 4.4 Examine the concept "medical coding" that Medical Office Assistant's should be familiar with when working at a medical facility. **(5)**

QUESTION 5

[20]

- 5.1 Medical practices may opt between a manual or a computerised booking keeping system. Examine five (5) advantages of a computerised system. **(10)**
- 5.2 There are different stakeholders involved in the medical aid industry. Discuss five (5) roles of the fund as one of these medical industry stakeholders. **(10)**