



PAMIBIA 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: November 2023	PAPER: 1
DURATION: 2 Hours	MARKS: 100

1st 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 answer 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 Refers to the process whereby a person is made immune or resistant to an infectious disease, typically by the administration of a vaccine.
- A. Pathology report
 - B. Radiology report
 - C. Antenatal tests
 - D. Immunisation
 - E. Vaccination
- 1.2 Ruusa Hengombe are undergoing a medical test that uses high-frequency sound waves to capture live images from the inside of her body. Select the type of test that are being referred to in this scenario.
- A. Pathology report
 - B. Radiology report
 - C. Ultrasound or sonar scan
 - D. Antenatal tests
 - E. Immunisation
- 1.3 Select the option where professional healthcare providers can see patients to provide them with medical treatment.
- A. Patient's home
 - B. Dr's consulting room
 - C. Hospital
 - D. Nursing home
 - E. All the above
- 1.4 Color coding 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 records
 - E. None of the above
- 1.5 _____ 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
- 1.6 Select to which concept are being referred to when Dr Goagoseb's practice assign a numerical or an alpha-numerical code to identify a procedure that has been performed on a patient or a condition that he/she has been treated for.
- A. Billing sheet
 - B. Diagnosis
 - C. Coding
 - D. Bad debt
 - E. Patient medical record

- 1.7 _____ 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
- 1.8 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
- 1.9 Select the institution/person responsible that regulate and supervise financial institutions in the financial services industry in the public interest.
- A. NAMAƒ
 - B. NAMFISA
 - C. Medical aids
 - D. Medical Practitioners
 - E. General Practitioners
- 1.10 An employee is injured while being at work. Indicate which of the following policies will provides coverage to the injured worker.
- A. Study policy
 - B. Long-term care policy
 - C. Group insurance policy
 - D. Workers' compensation policy
 - E. Life policy

Abbreviations are commonly used in the medical environment. Indicate what the following abbreviations and symbols stand for. (10)

- 1.11 Aq
- 1.12 BP
- 1.13 CNS
- 1.14 ED
- 1.15 OP
- 1.16 NOP
- 1.17 PR
- 1.18 SOB
- 1.19 x-ray
- 1.20 STD

QUESTION 2

[30]

2.1 Rosalia lita has recently started as a Medical Office Administrator at Rhino Park hospital in Windhoek. You have been promoted to a Medical Office Manager and it is your duty to brief Rosalia on her responsibilities as a Medical Office Administrator. Discuss in detail with Rosalia lita the main responsibilities of a Medical Office Administrator. **(10)**

2.2 Medical transcription is an essential attribute that Medical Management Assistant's should possess. Discuss medical transcription in detail and examine five skills needed to become a medical transcriber. **(10)**

2.3 Read the scenario given and answer the question that follows. David Shilongo have seen his General Practitioner (GP) for his yearly check-up in the beginning of September 2023. He has been experiencing the following symptoms, excessive pain, a burning sensation during urination, finding it difficult to urinate and blood in his urine.

The GP has taken his blood pressure, weight, other vitals, and his parents' medical history of the patient. The doctor examined him and found that the patient has an enlarge prostate. He then sends the patient to Path Care Namibia to do several tests early the next morning.

The test result came back after one week, and the report indicate that he has stage 4 prostate cancer. David makes another appointment to see the GP, once he got his test results from Path Care to explain the test results to him.

Even though this news is a great shock to the patient, the Dr explain the options of taking medication to shrink the enlarge prostate or another alternative is to remove his testicles. He also referred him to Dr Steenkamp, a urologist to get a second opinion.

One of the most common methods of documenting patient visits in a file note involves the use of the SOAP method. Name and discuss what happens at each of the four acronyms of SOAP by using the scenario above to answer the question. **(10)**

QUESTION 3

[20]

3.1 Dr L Kawana has graduated recently and has started a new practice in Ondangwa. He has learned that you are a Medical Information Systems 2B student that have learned about the advantages of a computerised system. Discuss the advantages that Dr L Kawana will enjoy by implementing a computerised booking/billing system at his practice. **(10)**

3.2 Discuss any five (5) rights that patients have in Namibia. **(5)**

3.3 Mental health of employees are on the rise not only in Namibia but across the globe. Dr Martha Abiater has opened a new practice in Keetmanshoop. As her Medical Office Assistant explain the "assignment of benefits" in detail to Dr Martha Abiater. **(5)**

QUESTION 4

[30]

- 4.1 Discuss “identity theft” (3) and “estate claims” (4) as two legal and ethical issues in medical billing that medical practitioners must deal with. **(7)**
- 4.2 Patients information should be protected and kept confidential. Discuss “confidentiality agreement in detail. **(4)**
- 4.3 The medical aid fund industry has different role players such as the role of the fund, the administrator, Namibian Association of Medical Aid Funds (NAMAF) and Namibia Financial Institutions Supervisory Authority (NAMFISA). Discuss how the Administrator fits into the picture, and what their responsibilities consist of. **(6)**
- 4.4 Medical aid schemes and health care insurance programme face tremendous problems related to medical aid and health insurance benefits. Discuss five (5) of the most common fraud or abuse practices that medical aid schemes and health care insurance companies must deal with. **(5)**
- 4.5 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)**