



MACHAKOS UNIVERSITY

university examinations for 2018/2019 academic year

SCHOOL OF HEALTH SCIENCES

DEPARTMENT OF PUBLIC AND COMMUNITY HEALTH

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN HEALTH RECORDS AND INFORMATION TECHNOLOGY

DHR 010: OFFICE REGISTRY AND ADMINISTRATION

DATE: 3/5/2019

TIME: 8:30 – 10:30 AM

INSTRUCTIONS:

This paper consists of two sections A and B

Section A is compulsory and has Part (i) and part (ii)

Section B choose any two (2) questions

SECTION A: COMPULSORY

PART (I) MULTIPLE CHOICE QUESTIONS - 10 MARKS

1. Which of the following is the purpose of files management?
 - a) To be able to find the record you need quickly and economically, regardless of its format
 - b) To designate a records Authority and coordination
 - c) To increase the higher productivity and costs
 - d) Facilitate frequent purchase of filing equipment and supplies
2. Which of the following is not one the benefits of files management?
 - a) Must make filing more, tedious, and unattractive
 - b) Must offer quick and easy filing and retrieval of information

- c) Must ensure integrity and continuity of record keeping despite changes in office personnel
 - d) Must have uniform practices
3. Good file system Planning is important for all the following except one
- a) It establishes direction and control,
 - b) Ensure integrity and continuity of record keeping despite changes in office personnel
 - c) Ensures that everyone involved has a common understanding of purpose and goals,
 - d) Provides guidelines, and identifies the elements of a project to managers on the top only.
4. The best definition of records inventory is
- a) It is the integrity and continuity of record keeping
 - b) It is a legal system that establishes direction and control,
 - c) They are guidelines and elements of a project to managers
 - d) It is a detailed listing of all existing files in an office.
5. The primary file classifications in an office include;
- a) Administrative files and community health files
 - b) Organizational and surveillance files
 - c) Program files and epidemiological files
 - d) Organizational and program files
6. One of the following is not a concept of registration of patients
- a) Is the completion of a documentation of personal and health data before a patient is treated.
 - b) Out-patients and the consultative clinics registration should be carried out after the patients attend the clinic.
 - c) The environment should be conducive and the patients should be interviewed individually and in privacy.
 - d) The patient is registered, a file opened and an appointment is given prior to the clinic day.

FOR QUESTION 7- 10 ANSWER TRUE OR FALSE

7. Filing systems will fail if all users do not follow uniform and consistent procedures.
8. Centralized filing places all records series in one central location in an office.
9. Geographical arrangement of files information is arranged numerically of place name.
10. Chronological arrangements of files is created and are arranged by sequential alphanumeric order.

PART (II) SHORT ANSWER QUESTIONS -20 MARKS

QUESTION ONE

- a) Define; (3 marks)
 - i) Office communication
 - ii) Healthcare
 - iii) Patient scheduling
- b) State three technical skills of medical administrative office assistant (3 marks)
- c) State three advantages of Scheduling and Follow up (3 marks)
- d) Outline the three objectives of office communication? (3 marks)
- e) State three techniques of patients reception (3 marks)
- f) Describe three security measures of documents (3 marks)
- g) Describe two media of communication (2 marks)

SECTION B CHOOSE ANY TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) A good registry provides control of records and has several benefits for good office operations describe 10 of these benefits (10 marks)
- b) Describe the 10 responsibilities of office registry (10 marks)

QUESTION THREE (20 MARKS)

- a) i) Describe the five (5) good filing system plan (5 marks)
- ii) Explain the 5 sources of request for appointments (5 marks)
- b) Describe the advantages of the two major types of appointment systems (10 marks)

QUESTION FOUR (20 MARKS)

- a) Describe ten (10) questions of the records inventory analysis (10 marks)
- b) Describe how the qualities of a medical office assistant can be maintained (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the WHO strategies used to ensure that health organizations have systems for patient identification (10 marks)
- b) Describe the effective strategies used to reduce patient waiting time (10 marks)