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## MANIPAL UNIVERSITY

FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JANUARY 2015

**SUBJECT: BHI 301: FRONT OFFICE MANAGEMENT**  
(COMMON FOR OR, 2010 BATCH AND CBS-2011 SCHEME)

Thursday, January 01, 2015

Time: 10:00 – 13:00 Hrs.

Maximum Marks: 80

☞ **All questions are compulsory.**

1. Distinguish between pricing policy and pricing strategy. Briefly explain the different pricing options which the hospitals can fix for their services.

(5+10 = 15 marks)

2. What do you understand by marketing of hospital services? Explain the five Ps of marketing.

(5+10 = 15 marks)

3. Describe briefly the different aspects of hospital services. Explain with illustration the typical workflow of a hospital.

(10+5 = 15 marks)

4. What do you understand by health information communication? Explain with reference to communication among different professional groups in the hospital.

(10 marks)

5. **Write short notes on the following:**

5A. Scope of innovative marketing

5B. Dual authority in hospitals

5C. Evaluating patient satisfaction

5D. Hierarchy of Hospital Information System

5E. Disaster preparedness planning

(5 marks × 5 = 25 marks)



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## MANIPAL UNIVERSITY

FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JANUARY 2015

SUBJECT: BHI 303: INTRODUCTION TO HEALTH INSURANCE/HEALTH INSURANCE CODING  
(OR/2010 BATCH AND CBS-2011 SCHEME)

Saturday, January 03, 2015

Time: 10:00 – 13:00 Hrs.

Maximum Marks: 80

1. Answer ALL the questions.

1A. Write the general coding guidelines to be followed while coding ICD-9-CM with examples.

1B. Write in detail about SNOMED and its features.

1C. Explain about types of health insurance coverage and plans.

1D. Discuss the role of Coders in health insurance claim process.

1E. List the chapters of ICD-9-CM and write the coding guidelines for HIV infections.

(10 marks × 5 = 50 marks)

2. Write short notes on:

2A. Medicare

2B. Group insurance

2C. Dual coding system

2D. HMOs

2E. Premium and Deductible

2F. Pre existing condition and limits

(5 marks × 6 = 30 marks)



**MANIPAL UNIVERSITY****FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JANUARY 2015****SUBJECT: BHI 305: PUBLIC HEALTH INFORMATION MANAGEMENT  
(COMMON FOR OR, 2010 BATCH AND CBS-2011 SCHEME)**

Monday, January 05, 2015

Time: 10:00 – 13:00 Hrs.

Maximum Marks: 80

**Answer ALL the questions.**

1. What is Health Information System? Write the objectives and functions of health information system. Briefly outline the sources of health information.  
(1+1+3+5 = 10 marks)
2. Discuss on Non-routine data collection methods of health information system with suitable example.  
(10 marks)
3. Draw a flowchart to show the organization model of healthcare services and discuss on various management functions.  
(3+7 = 10 marks)
4. What are the various resources required for the management of health information system. Explain with suitable example.  
(10 marks)
5. Discuss on basic steps involve in assessment of health information system with suitable example.  
(10 marks)
6. What are the various steps required in design and development of a District Health Information System. Discuss  
(4+3+3 = 10 marks)
7. **Write short notes on:**
  - 7A. Health information system performance indicator
  - 7B. Vertical Data Transmission
  - 7C. Health information system issues
  - 7D. Utilization of information at District and National level of health system  
(5 marks × 4 = 20 marks)



**MANIPAL UNIVERSITY****FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JANUARY 2015****SUBJECT: BHI 307: COMPUTER APPLICATIONS IN HEALTH  
(COMMON FOR OR, 2010 BATCH & CBS-2011 SCHEME)**

Wednesday, January 07, 2015

Time: 10:00 – 13:00 Hrs.

Maximum Marks: 80

**All questions are compulsory.**

1. Discuss briefly on primary and secondary storage devices of computers with suitable example.  
(5+5 = 10 marks)
2. What is hospital information system? Explain briefly on central registration, patient care and critical care module.  
(1+9 = 10 marks)
3. What is clinical decision support system? Write the characteristics, key functions and various factors responsible for the acceptance of it.  
(1+9 = 10 marks)
4. What is telemedicine? Write the needs of telemedicine in India. Write the bottleneck for the growth of telemedicine in India.  
(1+4+5 = 10 marks)
5. Briefly outline the evolution of computers in India.  
(10 marks)
6. What is e-health? Discuss briefly about the various challenges involved in the implementation of e-health services.  
(1+9 = 10 marks)
7. **Write short notes on:**
  - 7A. Benefits of Internet in patient care
  - 7B. Networking
  - 7C. Classification of computers
  - 7D. Impact of computer on doctors and nurses

(5 marks × 4 = 20 marks)



**MANIPAL UNIVERSITY**  
**FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JANUARY 2015**  
**SUBJECT: BHI 309: APPLIED MEDICAL TRANSCRIPTION**  
**(COMMON FOR 2010 BATCH & CBS-2011 SCHEME)**

Friday, January 09, 2015

Time: 10:00-13:00 Hrs.

Max. Marks: 80

**1. Answer the following questions.**

- 1A. Define Medical Transcription. Distinguish between Transcription, Transcriptionist and a Transcriber. Why according to author Sally C. Pitman “Laughter is the best medicine” in the field of Medical Transcription?  
(2+3+5 = 10 marks)
- 1B. What do you understand by risk management in medical transcription? Which are the situations requiring risk management?  
(4+6 = 10 marks)
- 1C. “Working from home is still work”. Discuss this statement. How should the home work place be set to avoid disturbance?  
(5+5 = 10 marks)
- 1D. Define networking. Why is networking vital to students and practitioners of Medical Transcription?  
(4+6 = 10 marks)
- 1E. Define outsourcing. What makes countries like USA look at India as an ideal outsourcing ground? Which are the other countries which are considered outsourcing destinations? Why?  
(2+4+2+2 = 10 marks)
- 1F. Write a note on Surgery and Operative report giving emphasis on major headings and format.  
(10 marks)

**2. Write short notes on the following:**

- 2A. Word research techniques used in Medical Transcription
- 2B. Importance and functions of Laboratory tests
- 2C. SUM program and its use
- 2D. Criticism in Medical Transcription  
(5 marks × 4 = 20 marks)

