MANIPAL UNIVERSITY

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

SUBJECT: FRONT OFFICE MANAGEMENT
(OLD REGULATION)

Tuesday, June 02, 2015

Time: 10:00 – 13:00 Hrs.   Maximum Marks: 80

✍   **All questions are compulsory.**

1.   What is Public Relation as per AAPR? List the important functions of PRD in a health care institution.

(2+8 = 10 marks)

2.   Describe briefly the different functional aspects of innovative marketing.

(10 marks)

3.   Describe in detail the scope and components of an HIS. Describe the model depicting hierarchy of information flow in an HIS.

(5+5+5 = 15 marks)

4.   Draw a neat chart depicting different aspects of hospital services and explain each of them briefly.

(5+10 = 15 marks)

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

5A.   Current scenario of health care industry

5B.   Importance of patient satisfaction in hospitals

5C.   Functions of hospital services

5D.   Marketing variables

5E.   Fixing prices of hospital services

5F.   Human resource management in hospitals

(5 marks × 6 = 30 marks)

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

SUBJECT: INTRODUCTION TO HEALTH INSURANCE
(OLD REGULATION)

Thursday, June 04, 2015

Time: 10:00 – 13:00 Hrs.   Maximum Marks: 80

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1.   **Answer all the questions:**

1A.   What are FFS and HMOs? What are the differences between FFS and HMO plans? Explain.

1B.   What is SNDO? Explain the features of SNDO with examples.

1C.   What is meant by classification of disease? Briefly write about the contents of Volume 1 and volume 3 of ICD-10.

1D.   With suitable examples write the coding guidelines for neoplasm.

1E.   What is the scope of coding of diseases and procedures in healthcare providers? Discuss.

(10 marks × 5 = 50 marks)

2.   **Write short notes on:**

2A.   Formulary and exclusions

2B.   Non-cancellable policy

2C.   Claim

2D.   NCHS

(5 marks × 4 = 20 marks)

3.   **Solve the given problem.**

Sum Assured	₹ 2,00,000
co - insurance clause	85/15 up to ₹50,000
Annual deductible	₹ 750
Hospital bill of Mr. XYZ for the year 2013	
May (Includes co-pay of ₹2,750)	₹ 24,000
August	₹ 1,32,500
September	₹ 17,000
December	₹ 23,500

Calculate the amount of money insurance company will pay and the out-of –pocket expense of the client.

(10 marks)

MANIPAL UNIVERSITY

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

SUBJECT: BHI 305: PUBLIC HEALTH INFORMATION MANAGEMENT
(COMMON FOR OR AND CBS-2011 SCHEME)

Saturday, June 06, 2015

Time: 10:00 – 13:00 Hrs.   Maximum Marks: 80

✍ **Answer ALL the questions.**

1. What is the objective of maintaining health information? Briefly discuss the types of health information and its various sources.

(1+5+6 = 12 marks)

2. Write the types of routine data collection. Briefly explain the steps required in designing and developing instruments for routine data collection.

(6+6 = 12 marks)

3. Write in detail about the utilization of health information at various levels of health system.

(12 marks)

4. "Health information systems succeed or fail due to resource constraints at both the primary level and the immediate support level". Reason out the statement, discussing the HIS resources required at all the levels of health system.

(12 marks)

5. Write the components and subsystems that requires review during HIS assessment. Briefly discuss the steps required to assess health information system.

(3+3+6 = 12 marks)

6. **Write short notes on:**

6A. Reason for computerizing health information system
6B. Key elements of population based health information system
6C. Vertical data transmission
6D. Framework for defining information needs and indicators

(5 marks × 4 = 20 marks)

MANIPAL UNIVERSITY

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

SUBJECT: COMPUTER APPLICATIONS IN HEALTH
(OLD REGULATION)

Tuesday, June 09, 2015

Time: 10:00 – 13:00 Hrs.   Maximum Marks: 80

✍ **All questions are compulsory.**

1. What is hospital information system? Write the functions and salient features of central registration module, MLC register module, Laboratory module, and Radiology module of HIS.

    (1+9 = 10 marks)

2. Define the term electronic health record. Mention various levels of electronic health records. Write the advantage of electronic health records over paper based record.

    (1+3+6 = 10 marks)

3. Mention the need for clinical decision support system in a hospital setup. How DSS supports clinicians in quality decision making?

    (4+6 = 10 marks)

4. Discuss on impact of computers on healthcare professionals, managers, paramedical staff and nurses.

    (10 marks)

5. Define the term eHealth. Discuss on challenges in successful implementation of eHealth applications.

    (1+9 = 10 marks)

6. Trace the history and development of third and fourth generation of computers.

    (5+5 = 10 marks)

7. **Write short notes:**

7A. Needs for telemedicine

7B. Phases of computer evolution in India

7C. Computer hardware and software

7D. Internet

    (5 marks × 4 = 20 marks)