

Reg. No.																			
----------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

MANIPAL UNIVERSITY

FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JUNE 2016

SUBJECT: BHI 301 – FRONT OFFICE MANAGEMENT
(CBS – 2013 SCHEME)

Thursday, June 16, 2016

Time: 10:00 – 13:00 Hrs.

Maximum Marks: 80

✍ All questions are compulsory.

1. What do you understand by patient satisfaction? Explain in detail the criteria for evaluating patient satisfaction.
(3+7 = 10 marks)
2. Briefly explain the principles of marketing. Discuss in detail the different marketing variables with special emphasis on hospital services.
(5+10 = 15 marks)
3. What is the importance of professional management of hospitals? Discuss the challenges to professional management with special reference to barriers in managing hospitals.
(5+10 = 15 marks)
4. Briefly discuss the challenging roles of a hospital administrator.
(10 marks)
5. **Write short notes on the following:**
 - 5A. Elements of a good pricing structure
 - 5B. Patient satisfaction in the context of loyalties
 - 5C. Health information communication
 - 5D. Benefits of Hospital Information System
 - 5E. Promotional tools used for public relations
 - 5F. Disaster preparedness planning

(5 marks × 6 = 30 marks)



Reg. No.									
----------	--	--	--	--	--	--	--	--	--

MANIPAL UNIVERSITY

FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JUNE 2016

SUBJECT: BHI 307 – COMPUTER APPLICATIONS IN HEALTH
(2013 SCHEME)

Saturday, June 18, 2016

Time: 10:00 – 13:00 Hrs.

Maximum Marks: 80

☞ All questions are compulsory.

1. Define the term internet. Write the advantage of internet in patient care. Trace the evolution of internet in India.
(1+4+5 = 10 marks)
2. Discuss on various steps involved in design and implementation of a hospital information system.
(10 marks)
3. What is electronic health record? Explain briefly on purpose, component and key capability of electronic health record.
(1+9 = 10 marks)
4. Define the term Clinical Decision Support System. Discuss briefly on needs and factors for the acceptance of decision support system in a healthcare facility.
(1+4+5 = 10 marks)
5. Discuss briefly on various strategies for the successful implementation of eHealth services.
(10 marks)
6. Explain briefly on financial, medical records index, operation theatre, and MLC register module of hospital information system.
(10 marks)
7. **Write short notes on:**
 - 7A. Input and Output device of computer
 - 7B. Needs of telemedicine in India
 - 7C. Impact of computers on healthcare managers
 - 7D. Prerequisite of a hospital information system

(5 marks × 4 = 20 marks)



Reg. No.																			
----------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

MANIPAL UNIVERSITY

FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JUNE 2016

SUBJECT: BHI 309: MEDICAL TRANSCRIPTION
(CBS - 2013 SCHEME)

Tuesday, June 21, 2016

Time: 10:00-13:00 Hrs.

Max. Marks: 80

1. **Answer the following questions:**

1A. Define Medical Transcription. What are its objectives? Discuss the process of Medical Transcription with a relevant diagram.
(2+4+6 = 12 marks)

1B. Discuss the basic four reports in Medical Transcription.
(12 marks)

1C. Define proofreading. How is it different from editing? What are the main areas requiring proofreading?
(2+2+4 = 8 marks)

1D. Define outsourcing. How is it different from offshoring? Discuss the advantages of outsourcing.
(2+2+4 = 8 marks)

1E. What is an incidence? Define Risk management in medical transcription. Discuss the areas requiring risk management in Medical Transcription. Discuss the process of risk management.
(2+2+4+2 = 10 marks)

1F. Discuss the various work environments in which medical transcription is done. Give the advantages and disadvantages of each environment.
(10 marks)

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

2A. Professionalism in Medical Transcription

2B. Characters of dictation as a measure of productivity

2C. Levels of job in Medical Transcription Industry

2D. ESL Dictators

(5 marks × 4 = 20 marks)



Reg. No.									
----------	--	--	--	--	--	--	--	--	--

MANIPAL UNIVERSITY

FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JUNE 2016

SUBJECT: BHI 311: PROFESSIONAL PRACTICE IN HEALTH INFORMATION MANAGEMENT
(CBS - 2013 SCHEME)

Thursday, June 23, 2016

Time: 10:00 – 11:30 Hrs.

Maximum Marks: 40

✍ Answer ALL questions.

1. How can Health Information professionals maintain their inter and intra departmental relations?
(8 marks)
2. What should the resume of a Health Information student contain to satisfy what employers look for?
(8 marks)
3. Why does modern healthcare settings require professionalism at all levels? How can that be achieved?
(4+4 = 8 marks)
4. How is effective communication important in meeting the goals of modern healthcare?
(8 marks)
5. Discuss compensations techniques used by modern healthcare organizations.
(8 marks)



Reg. No.									
----------	--	--	--	--	--	--	--	--	--

MANIPAL UNIVERSITY

FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JUNE 2016 .

SUBJECT: BHI 303: INTRODUCTION TO HEALTH INSURANCE/HEALTH INSURANCE CODING
(OR AND CBS-2013 SCHEME)

Saturday, June 25, 2016

Time: 10:00 – 13:00 Hrs.

Maximum Marks: 80

1. **Answer ALL the questions.**

1A. What are PPO and HMO? What are the differences between the two policies? Explain.

1B. What is AHIMA? Write in detail about the evolution of AHIMA and its achievements.

1C. What is meant by standard 'code sets'? Briefly write about the contents of HCPCS.

1D. With suitable examples write the ICD 9 CM coding guidelines for HIV.

1E. What is role of clinical coders in healthcare setting? Discuss.

(10 marks × 5 = 50 marks)

2. **Write short notes on:**

2A. Prior Authorization

2B. Exclusions

2C. CPT

2D. Primary care physician

(5 marks × 4 = 20 marks)

3. **Solve the given problem:**

Sum Assured	₹ 1,50,000
co - insurance clause	85/15 up to ₹ 80,000
Annual deductible	₹ 750
Hospital bill of Mr. XYZ for the year 2013	
May (Includes co-pay of ₹ 3,550)	₹ 14,000
August	₹ 14,500
September	₹ 56,000
December	₹ 23,500

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

(10 marks)



Reg. No.									
----------	--	--	--	--	--	--	--	--	--

MANIPAL UNIVERSITY

FIFTH SEMESTER B.Sc. H.I.A. DEGREE EXAMINATION – JUNE 2016

SUBJECT: BHI 305: PUBLIC HEALTH INFORMATION MANAGEMENT (COMMON FOR OR AND CBS - 2013 SCHEME)

Monday, June 27, 2016

Time: 10:00 – 13:00 Hrs.

Maximum Marks: 80

Answer ALL the questions.

1. Define the term health information system. Write the functions of health information system. What are the various sources of health information? Explain.
(1+4+7 = 12 marks)
2. What is vertical data transmission? Briefly discuss the types and characteristics of vertical data transmission.
(1+6+5 = 12 marks)
3. Discuss the organization model of health services using a flowchart.
(12 marks)
4. What is an indicator? Write the types of indicator with suitable example. What one should do for selecting and operationalizing an indicator? Explain.
(1+4+7 = 12 marks)
5. “A set of organizational rule is required in order to ensure optimum use of resource in support of information generating process”. Discuss.
(12 marks)
6. **Write short notes on:**
 - 6A. Computerization of Health Information at different level of Health System
 - 6B. Health Information System Issues
 - 6C. Essential Key Facets of Population Based Health Information System
 - 6D. Instrument for routine data collection

(5 marks × 4 = 20 marks)

