

**CERTIFICATE IN HOSPITAL  
ADMINISTRATIVE ASSISTANTSHIP (CHAA)**

**Term-End Examination**

**June, 2012**

**BHAI-002 : HOSPITAL SUPPORT SERVICES**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Given below are 8 questions, answer any five only. Read all questions carefully. Internal choice is also given in some questions.*

1. Answer *any two* of the following : **2×10=20**
- (a) What is a Medical Record ? Describe its relevance to the patient, the health care facility and various categories of health care professionals.
- (b) Name the various departments which form a part of the diagnostic facilities of a hospital. Describe their roles in the smooth functioning of the hospital.
- (c) Explain the concept of ward in a hospital and describe its functions, types and the various activities associated with it.

2. Answer *any four* of the following : 4x5=20
- (a) Describe the principles governing hospital ethics.
  - (b) Mention the important factors that affect the expected workload of a hospital.
  - (c) What are the various aspects to be considered in planning the emergency services in a hospital ?
  - (d) Briefly sketch the functions of a Hospital Administrative Assistant (HAA) in the ward.
  - (e) How do you identify medicolegal cases ?
3. Answer *any four* of the following : 4x5=20
- (a) What are the rights enjoyed by patients attending the hospital ?
  - (b) What are the types of data ?
  - (c) Write a note on CGHS in India.
  - (d) Briefly sketch the functions of an operation theatre secretary.
  - (e) Explain the procedures and protocols of a discharge summary.
4. Answer *any two* of the following : 2x10=20
- (a) What are the various categories of visitors in a hospital ? Describe the general principles of handling them.
  - (b) Enumerate the medical processes under in-patient care and elaborate on the processes of admission, discharge and billing.

(c) Discuss the managerial issues (both clinical and administrative) in disaster management.

5. Answer *all* in one / two sentences :  $10 \times 2 = 20$

- (a) Differentiate between curative and preventive medicine.
- (b) What is negligence ?
- (c) Name two renowned physicians from Indian history and their contributions.
- (d) What are tertiary care hospitals ?
- (e) Name the types of hazards in hospitals.
- (f) What is the role of a PRO in a hospital ?
- (g) Write briefly on 'right to die' issue.
- (h) Name the various modalities under non - invasive cardiology.
- (i) List the various types of radiography and diagnostic imaging.
- (j) Define dying declaration and state its importance in a court of law.

6. Answer *all* of the following :  $10 \times 2 = 20$

- (a) All the following factors affect preservation of medical records except :-
  - (i) Handling & maintenance
  - (ii) X rays & IR rays
  - (iii) Temperature & humidity
  - (iv) Pest infestation

- (b) The correct sequence of assembling medical records is :
- (i) Face sheet → Request for admission → Discharge summary → Admission & Discharge record.
  - (ii) Face sheet → Discharge summary → Request for admission → Admission & Discharge record.
  - (iii) Face sheet → Request for admission → Admission and discharge record → Discharge summary.
  - (iv) Request for admission → face sheet → Discharge summary → Admission & Discharge record.
- (c) Which of the following is *not* an emergency condition ?
- (i) Pancreatitis
  - (ii) Spasmodic bronchitis
  - (iii) Conjunctivitis
  - (iv) Acute appendicitis
- (d) The average number of inpatients maintained in the hospital each day for a given period of time is called the :
- (i) Average daily census
  - (ii) Inpatient bed count
  - (iii) Percentage of occupancy
  - (iv) Inpatient service day

- (e) Breach of duty owed by a doctor to his patient, resulting in harm to patient is :
- (i) Murder
  - (ii) Culpable homicide
  - (iii) Negligence
  - (iv) Malpractice
- (f) All of the following can be retrieved from a brain dead person except :
- (i) Eyes
  - (ii) Spleen
  - (iii) Liver
  - (iv) Heart
- (g) When medicolegal case dies in hospital the body should first be :
- (i) Handed over to relatives
  - (ii) Sent to mortuary
  - (iii) Handed over to magistrate
  - (iv) Handed to police
- (h) An order from a court to a hospital or medical record officer is called :
- (i) Summons
  - (ii) Subpoena
  - (iii) Warrant
  - (iv) Legal order
- (i) All of following are high risk procedures except :
- (i) Blood transfusion
  - (ii) Chemotherapy
  - (iii) Disabled individual
  - (iv) Immunocompetent person
- (j) Low birth weight refers to less than \_\_\_\_\_gms at birth :
- (i) 1000gms
  - (ii) 1500gms
  - (iii) 2000gms
  - (iv) 2500gms

7. Answer *all* of the following : 10x2=20

- (a) Name any four categories of MLCs that are brought to a casualty.
- (b) Name any four quarantinable diseases.
- (c) Define Biostatistics.
- (d) What is LAMA ? Briefly state the protocols in the event of a LAMA.
- (e) What are the salient features of the open wards ? (Nightingale type wards).
- (f) Mention the universal precautions to be taken for hospital infection control.
- (g) Name the medical acts of criminalization by health care workers.
- (h) What are the investigative modalities in neuroelectrophysiology ?
- (i) Briefly comment on the activities of the Dialysis department.
- (j) What are the important entries to be made in a death register?

8. Answer *all ten* of the following : 10x2=20

- (a) A method of measuring and graphically recording the electrical activity of the heart is called :
  - (i) Echocardiography
  - (ii) Electrocardiography
  - (iii) Doppler study
  - (iv) Cardiac stress test

- (b) Puncture of a joint for removal of a fluid is called :
- (i) Arthroscopy
  - (ii) Arthropexy
  - (iii) Arthrodesis
  - (iv) Arthrocentesis
- (c) The modalities under imaging department are all of the following except :
- (i) X - rays
  - (ii) Nuclear medicine
  - (iii) Transfusion medicine
  - (iv) Mammography
- (d) Internal customers in the hospital include all the following except :
- (i) Patient's family
  - (ii) Patient's friends
  - (iii) Visiting dignitaries
  - (iv) Health care staff.
- (e) Essential qualities of an administrative assistant include all except :
- (i) Positive attitude
  - (ii) Surgical skills
  - (iii) Self confidence
  - (iv) Dependability
- (f) The use of high frequency sound waves to create an image of soft tissue and internal organs is called :
- (i) Mammography
  - (ii) Radiography
  - (iii) Ultrasonography
  - (iv) Computed tomography

- (g) Inflammation of the cornea is referred to as :
- (i) Conjunctivitis
  - (ii) Keratitis
  - (iii) Choroiditis
  - (iv) Iridocyclitis
- (h) Hypertension means :
- (i) Low blood pressure
  - (ii) High blood pressure
  - (iii) Urination at night
  - (iv) Fast heart beat
- (i) A hospital linked to a Medical College is an example of :
- (i) Primary care hospital
  - (ii) Secondary care hospital
  - (iii) Tertiary care hospital
  - (iv) Community care hospital
- (j) All of the following are common hospital zones except :
- (i) Public zone
  - (ii) Administrative zone
  - (iii) Ambulatory zone
  - (iv) Operational zone
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