

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

Term-End Examination

December, 2010

00326

BHAI-002 : HOSPITAL SUPPORT SERVICES

Time : 3 hours

Maximum Marks : 100

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

1. Answer *any Four* of the following : 5x4=20
- (a) What are the function of a Hospital ? Define Hospital.
 - (b) What is the structure of a hospital system ?
 - (c) Classify hospital into tertiary, secondary and community hospitals with features of each.
 - (d) Enumerate the Medical and Nursing, and Diagnostic and Therapeutic services.
 - (e) What are the modules of hospital management system ? Give any ten.
2. Answer in *one* or *two* line each. 2x10=20
- (a) What is ambulatory care ?
 - (b) Define OPD and mention any two functions.

- (c) What is Primary Health Care ?
- (d) Give two principles of planning of OPD.
- (e) Give the diagnostic and supportive zones of OPD.
- (f) What is the significance of organizational structure in OPD ?
- (g) How can overcrowding and waiting time problems be solved ?
- (h) Name the types of Emergency Care.
- (i) What is triage ?
- (j) What are the various types of disasters in hospitals ?

3. Answer *all* the following : 2x10=20

- (a) Which of the following is a stand alone Health Insurance Company ?
 - (i) ICICI Lombard (ii) Bajaj Allianz
 - (iii) IFFCO Tokio (iv) Apollo Munich
- (b) The amount paid by customer to buy insurance policy is called
 - (i) Sum Assured (ii) Coverage
 - (iii) Premium (iv) Commission
- (c) The claim amount is paid to
 - (i) Insured
 - (ii) Nominee
 - (iii) Either insured or nominee
 - (iv) Neither insured nor nominee

- (d) Claim is not payable in the case of
- (i) International self injury, suicide
 - (ii) Injuries under influence of alcohol
 - (iii) Neither case
 - (iv) Both cases.
- (e) ID cards for Health Insurance are provided by
- (i) Insurance companies
 - (ii) Corporates
 - (iii) Government
 - (iv) TPAs
- (f) Domiciliary hospitalization is carried out at:
- (i) Hospital (ii) Polyclinic
 - (iii) OPD (iv) Home
- (g) How many days prior to planned hospitalization should pre-authorization be done ?
- (i) 4-7 days (ii) 15-20 days
 - (iii) Same day (iv) 30 days
- (h) Which of the following is *not* mentioned or included in preauthorization form ?
- (i) Patient name and ID
 - (ii) Signature of medical Superintendent/
Administrative officer.
 - (iii) Presenting complaints
 - (iv) Approximate expenses
- (i) The claim form is sent to:
- (i) TPA
 - (ii) Insurance Company
 - (iii) Patient
 - (iv) Treating doctor

- (j) TPAs are regulated by
 - (i) RBI
 - (ii) IRDA
 - (iii) Health Ministry
 - (iv) Commerce Ministry

4. Answer *any two* of the following. 10x2=20

- (a) Describe the important systems of the human body .
- (b) What are the responsibilities of Hospitals towards patients ?
- (c) Briefly write on the different procedures in a hospital such as ECG, Halter, TMT, Radiography etc.

5. Answer the following : 2x10=20

- (a) What is the facesheet of patient records.
- (b) What is the Request for "Admission" form ?
- (c) What are consent forms ?
- (d) What is LAMA form ?
- (e) What are the contents of registration form ?
- (f) What is Admission and Discharge register ?
- (g) What are the Registers of Births & Deaths ?
- (h) What is the Delivery Register ?
- (i) What is the Emergency Room Register ?
- (j) What is the OPD Register ?

6. Answer the following : 2x10=20

- (a) 'Osteo' refers to
 - (i) Bones (ii) Heart
 - (iii) Muscles (iv) Kidney

- (b) 'Dente' mean
(i) Hair (ii) Tooth
(iii) Cartilages (iv) Muscle
- (c) 'Derma' refers to
(i) Legs (ii) Skin
(iii) Head (iv) Nostrils
- (d) 'Pyo' means
(i) Blood (ii) Pus
(iii) Hair (iv) Vomit
- (e) Cardiothoracic surgery is surgery of
(i) Heart (ii) Kidney
(iii) Brain (iv) Abdomen
- (f) 'Hepato' means
(i) Stomach (ii) Liver
(iii) Lungs (iv) Brain
- (g) Laryngoscopy is done in.
(i) ENT deptt
(ii) OBG deptt
(iii) General medicine deptt
(iv) Eye deptt
- (h) Caronary Angiogram is done in-
(i) Orthopaedic (ii) OBG
(iii) Cardiology (iv) Skin
- (i) 'Afebrile' means
(i) No fat (ii) No swelling
(iii) No fever (iv) No fungus
- (j) 'Nasal' means pertaining to
(i) Hands (ii) Abdomen
(iii) Nose (iv) Chest

7. Answer *any four* of the following. 5x4=20
- (a) Explain the CGHS Scheme.
 - (b) Explain documentation for hospitalization claim
 - (c) What is emergency hospitalization ?
 - (d) Name some causes for non-payability of claims.
 - (e) What is domiciliary hospitalization.
8. Answer *any two* of the following. 10x2=20
- (a) Write a note on the different standards and protocols for identification of patients, effective communication, patient and family rights, consent, patient and family education, management of communication and information.
 - (b) Explain the principles of planning, staffing, managerial issues, medico-legal aspects and problem areas in Emergency deptt.
 - (c) Explain disaster management in hospitals.
 - (d) Explain function, planning, organizational Structure, functional management, components and evaluation of OPD.
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