

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

**Term-End Examination**

**December, 2011**

**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 same question. Read all  
questions carefully.*

1. Answer *any two* of the following : **10x2=20**
  - (a) How do you describe a hospital as a system based on different functional departments ?
  - (b) Describe the different diagnostic procedures carried out in a hospital.
  - (c) Explain in detail the role of Hospital Administrative Assistant in a hospital.
  
2. Answer in *one - two* lines each : **2x10=20**
  - (a) What is Primary Health Care ?
  - (b) What are the various types of disasters in hospitals ?
  - (c) What are the different areas in Emergency department ?
  - (d) How are VIP visits controlled in hospital ?

- (e) What are communication issues in hospital ?
- (f) How is crowd control carried out ?
- (g) Which categories of manpower are required in a disaster ?
- (h) Write a line on scope of emergency service.
- (i) Where should Emergency department be located ?
- (j) What are the equipments required in Emergency department ?

3. Answer *any four* of the following : 5x4=20

- (a) Name briefly the responsibility of hospitals towards patients.
- (b) What is the Admission Criteria and Bed shortage policy ?
- (c) What are the principles of Infection control ?
- (d) How is consent taken ?
- (e) How are patients transported ?

4. Answer the following : 2x10=20

- (a) LAMA form is for :
  - (i) Death
  - (ii) Patient going against medical advice
  - (iii) Payment
  - (iv) Referral

- (b) The face sheet of patient record is filled at :
- (i) Discharge
  - (ii) Admission
  - (iii) Transfer
  - (iv) Death
- (c) Which are medicolegal cases ?
- (i) Poisoning only
  - (ii) Road traffic accident only
  - (iii) Both
  - (iv) None
- (d) MLC Register is filled at :
- (i) OPD
  - (ii) Casualty
  - (iii) Morgue
  - (iv) Police station
- (e) Medical records are to be provided to patient relatives within :
- (i) 72 hrs                      (ii) 48 hrs
  - (iii) 7 days                      (iv) 1 month
- (f) Medical records are required by court in :
- (i) Personal injury cases only
  - (ii) Criminal cases only
  - (iii) Insurance cases only
  - (iv) All of the above

- (g) Mean is also called :
- (i) Average
  - (ii) Mode
  - (iii) Median
  - (iv) None of the above
- (h) Which form is *not* filled by nurses ?
- (i) Nursing Assessment form
  - (ii) Intake - output chart
  - (iii) Intraoperative nursing form
  - (iv) History and Physical form
- (i) Admission files are to be retained for minimum :
- (i) 5 yrs
  - (ii) 7 yrs
  - (iii) 2 yrs
  - (iv) 10 yrs
- (j) MLC files are to be retained for minimum :
- (i) 10 yrs
  - (ii) 15 yrs
  - (iii) 30 yrs
  - (iv) 5 yrs

5. Answer *any four* : **5x4=20**

- (a) Compare LIC policy and Health Insurance.
- (b) What is the concept of risk ?
- (c) Explain the functioning of TPA (Third Party Administrator).
- (d) Explain planned and emergency hospitalisation.
- (e) What is CGHS ?

6. Answer in *one* or *two* lines each : 2x10=20
- (a) What is laparotomy ?
  - (b) What does antepartum mean ?
  - (c) What is bronchoscopy ?
  - (d) What do Diagnostic and Therapeutic Services include ?
  - (e) What do Informational Services perform ?
  - (f) Who are internal customers ?
  - (g) What are Hospital Ethics ?
  - (h) What is confidentiality ?
  - (i) What is right to privacy ?
  - (j) Name any four systems of the human body.

7. Choose the right answer : 10x2=20
- (a) ID cards for Health Insurance are provided by :
    - (i) Insurance companies
    - (ii) Corporates
    - (iii) Government
    - (iv) TPAs
  - (b) What is the limit of Insurance coverage called ?
    - (i) Sum Assured
    - (ii) Sum Insured
    - (iii) Premium
    - (iv) Coverage amount

- (c) Who controls Insurance sector in India ?
- (i) GIC
  - (ii) Central Government
  - (iii) State Government
  - (iv) IRDA
- (d) What is the sum payed for coverage called ?
- (i) Premium                      (ii) Sum Insured
  - (iii) Sum Assured              (iv) Nomination
- (e) How many days prior to planned hospitalisation should the pre-authorisation formalities be completed ?
- (i) 4-7 days                      (ii) 9-10 days
  - (iii) 15-20 days                (iv) 30-35 days
- (f) Which of the following is not payable ?
- (i) Inpatient charges
  - (ii) Pre hospitalisation
  - (iii) Room rent exceeding sub limit
  - (iv) Domiciliary treatment
- (g) ECHS is for :
- (i) All general public
  - (ii) Ex servicemen
  - (iii) All central government employees
  - (iv) All private sector employees

- (h) CGHS medical facilities are first provided through :
- (i) Diagnostic labs
  - (ii) Polyclinics
  - (iii) Camps
  - (iv) Tertiary care hospitals
- (i) The claim amount cannot exceed :
- (i) Sum Insured
  - (ii) Premium
  - (iii) Last claim settled amount
  - (iv) Monthly salary
- (j) Which is a standalone health insurance company ?
- (i) Apollo Munich (Apollo DKV)
  - (ii) Bajaj Allianz
  - (iii) New India
  - (iv) Royal Sundaram

8. Answer *any four* :

5×4=20

- (a) What are the essential qualities of an administrative assistant ?
- (b) What are functions of OPD ?
- (c) How can overcrowding and waiting in OPDs be solved ?
- (d) What are the problem areas in Emergency Department ?
- (e) What are the types of Hazards/disasters ?