

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

00222

**Term-End Examination**

**June, 2010**

**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 : 2x10=20
  - (a) Elaborate the concept of a hospital as a system.
  - (b) What are the important systems of the human body ?
  - (c) Explain the concept of internal and external customers.
  
2. Answer *any four* of the following : 5+5+5+5
  - (a) What are the patient precautions to be taken for MRI ?
  - (b) Explain (Right to die) issues.
  - (c) Explain the procedural obligation for Abortion (MTP cases).
  - (d) What are the essential quality of an Hospital Administrative Assistant ?
  - (e) Explain the concept of and identification of patients.

3. Answer *any four* of the following : **5+5+5+5**
- (a) Explain the concept of Effective Communication.
  - (b) Explain patient and Family Rights.
  - (c) Explain the concept of consent.
  - (d) Explain the concept of patient and Family Education.
  - (e) Explain the concept of Management of Communication and Information.
4. Answer *any two* of the following : **2x10=20**
- (a) Explain the functional zones of OPD.
  - (b) Explain the concepts of functional management of OPD.
  - (c) Explain the principles of staffing, managerial issues, problem areas and medicolegal issues of Emergency Department.
5. Answer all in **one/two** sentence : **2x10=20**
- (a) What is an ambulance ?
  - (b) Who are the staff of an ambulance ?
  - (c) What are the principles of making disaster plan ?
  - (d) What should discharge summary contain ?
  - (e) What is Bed Shortage Policy ?
  - (f) What are the types of dialysis ?
  - (g) Name some ICU's.
  - (h) What should be the patient-Nurse ratio in ICU and Emergency ?
  - (i) What is post natal word ?
  - (j) Which are the medical gases required in OT ?

6. Answer all of the following : 10x2=20
- (a) Intensive coronary care unit is required in :
    - (i) Gen medicine
    - (ii) Obs-Gynec
    - (iii) Cardiology
    - (iv) CNS
  - (b) Who is not a member of OT Committee ?
    - (i) Medical superintendent
    - (ii) Chief Security officer
    - (iii) Sister in charge
    - (iv) Head of infection controll
  - (c) Who gives clearance before operation ?
    - (i) Physician
    - (ii) Anesthetic
    - (iii) Both
    - (iv) Radiologist
  - (d) Which category of visitor needs ID card ?
    - (i) Patient Attendant
    - (ii) Visiting Doctors
    - (iii) Contract Labour
    - (iv) All of the above
  - (e) Who is to record Dying Declaration
    - (i) Attending nurse
    - (ii) Treating doctor
    - (iii) Ward security
    - (iv) Hospital administer
  - (f) Arrest without warrant is possible in :
    - (i) Non-cognisable cases
    - (ii) Cognisable cases
    - (iii) All Emergency cases
    - (iv) Allailable cases
  - (g) When a patient gets discharged against medical advise, it B called :
    - (i) LAMA
    - (ii) PAMA
    - (iii) N.B.M.
    - (iv) S.O.S

- (h) What is the legal framework for liver donation ?
- (i) THOA - 1994
  - (ii) THOA - 1980
  - (iii) Bombay Anatomy Act 1949
  - (iv) MKTA 1982
- (i) 'Febrile' refers :
- (i) Fever
  - (ii) Accident
  - (iii) Heart Problem
  - (iv) Inflammation
- (j) Rhinitis is inflammation of :
- (i) Nose
  - (ii) Blood vessel
  - (iii) Bones
  - (iv) Lymph nodes

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

- (a) What are the minimum companies standards for payability of claim for hospitals / nursing home ? Doctors round the clock/full equipped OT.
- (b) Name any four diseases covered under domiciliary hospitalization.
- (c) Name the functional departments of a TPA
- (d) What are the documents handed do to policyholders by insurers. ?
- (e) How many days in advance should a Pre-Authorisation (PA) form be completed ?
- (f) Who needs to sign the PA form ?
- (g) What are the precautions to be taken for documentation in health insurance ?
- (h) What are the benefits under CGHS ?
- (i) What is the payment protocol for saving personnel and dependants under CGHS, for serving personnel and Dependants ?
- (j) What are the benefits under ESIS ?

8. Answer *all ten* of the following : 10x2=20
- (a) Who is the owner of the medical record ?
- (i) Patient
  - (ii) Treating doctor
  - (iii) Hospital
  - (iv) Insurance company/corporate
- (b) Who among the following **cannot** sign the authorization for release of medical information for minor or legally incompetent persons ?
- (i) Parents
  - (ii) Guardian
  - (iii) Treating doctor
  - (iv) Legal representative
- (c) Which of the following is **not** a medicolegal case ?
- (i) Road Traffic Accident
  - (ii) Sexual assault
  - (iii) Injury due to fall
  - (iv) Sudden cardiac arrest
- (d) Which from(s) are to be attached by the casualty medical officer in the case of admission of MLC cases ?
- (i) MLC Red form only
  - (ii) Police opinion form only
  - (iii) None
  - (iv) Both
- (e) Which document needs to be maintained for recording of medicolegal cases ?
- (i) Admission register
  - (ii) Case sheet
  - (iii) Accident register
  - (iv) Emergency register

- (f) Within how many hours should medical records copy be produced to patients/ authorised attendant or legal authority on request ?
- (i) 72 hrs                      (ii) 24 hrs  
(iii) 36 hrs                      (iv) 48 hrs
- (g) In which of the following cases can medical records be asked for by the court ?
- (i) Criminal cases  
(ii) Insurance cases  
(iii) Both of the above  
(iv) None of the above
- (h) Which of the following is **not** a measure of central tendency ?
- (i) Mean                      (ii) Median  
(iii) Mode                      (iv) Sin
- (i) The number of inpatients occupying beds in the hospital at a given time is called :
- (i) IP census  
(ii) IP bed count  
(iii) IP bed occupancy ratio  
(iv) IP service day
- (j) Which of the following need **not** be given in a Request for Admission form ?
- (i) Name, age of patient  
(ii) Date, time of admission  
(iii) Name of consultant  
(iv) Cost estimate