



**AMREF INTERNATIONAL TRAINING CENTRE**

Qualification Code : 091905T4HRI  
Qualification : Health Records and IT Level 5  
Unit Code : HE/OS/HR/CR/01/5/A  
Unit of Competency : REGISTER PATIENTS

**WRITTEN ASSESSMENT**

**TIME: 3 HOURS**

**INSTRUCTIONS TO CANDIDATE**

1. You have 3 hours to answer all the questions.
2. Marks for each question are indicated in the brackets.
3. The paper consists of TWO sections: A and B.
4. Candidates should answer the questions in English

**This paper consists of FOUR printed pages.**

**Candidates should check the question paper to ascertain that all the pages are printed  
as indicated**

**SECTION A: (40 MARKS)**

*Answer All the Questions in This Section*

1. Define the following terms as used in healthcare:
  - a) Registration (2marks)
  - b) Admission (2marks)
2. State **FOUR** patient's bio-data that can be captured during registration. (4marks)
3. Patient master index forms an integral part of the registration process.
  - a) Outline **TWO** importance of using master patient index during patient registration. (2marks)
  - b) Identify **FOUR** details that must capture on patient master index card during registration. (4marks)
4. Name **FOUR** possible reasons why patients may miss appointment. (4marks)
5. During registration process, certain patients might be given priority over others.
  - a) Name **TWO** categories of patients that are given priority over others when registering patients. (2marks)
  - b) Enumerate **Four** functions done in reception in a health facility (4marks)
6. During patient registration, the health records officer in charge found that the patient is unable to recall the age.
  - a) Identify how the officer can establish the patient's name. (2marks)
  - b) State **THREE** qualities of a good receptionist (3marks)
7. As a health records officer, one of your roles is to advise patient on doctor's recommendation. Highlight **THREE** possible outcomes of not taking drugs as per doctor's recommendation. (3marks)
8. State **THREE** ways on how you can ensure patients data and information is secured. (3marks)

9. With advancement in technology, many hospitals are now embracing digital registration as opposed to manual system. Outline **THREE** benefits of electronic registration over manual system. (3marks)
10. Enumerate **TWO** types of patient registration system. (2marks)

**SECTION B: (60 MARKS)**

*Answer any THREE questions in this section.*

11. As a health records technician; one of your roles is to register the patients visiting the hospital for treatment.
- a) With use of examples, describe steps followed in out-patients' registration. (10marks)
- b) Discuss **FIVE** challenges associated with manual system of patient registration (10 marks)
12. Healthcare organizations can no longer afford to send patients home and simply close their files on their care. Instead, many facilities have adopted more practice and timely approach to patient's follow-up.
- a) Discuss **FIVE** importance of scheduling patients for appointment. (10marks)
- b) Explain **FIVE** impacts of technology on booking of patient appointments in healthcare today (10 marks)
13. Hospitals values ethics and privacy in relation data protection act and patient information confidentiality.
- a) Explain **FIVE** methods used in identification of patient in hospitals during registration (10 marks)
- b) Discuss **FIVE** ethical considerations during registration (10 marks)

14. Electronic registration is considered to be a vital tool of information and communication technology (ICT) to improve the quality of medical care, but the limited adoption of EMR by physicians is a hindrance to its successful implementation.

- a) Explain **FIVE** potential barriers in the adoption of Electronic Medical Record. (10marks)
- b) Explain **FIVE** possible solutions to the barriers in (a) above. (10marks)

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