

091906T4HRI

HEALTH RECORDS AND INFORMATION TECHNOLOGY LEVEL 6

HE/OS/HR/CR/01/6/A

Register Patients

July/August 2025



AMREF INTERNATIONAL TRAINING CENTER

WRITTEN ASSESSMENT

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. You have **THREE** 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. Do not write on the question paper.
5. A separate answer booklet will be provided.

*This paper consists of **THREE (3)** printed pages*

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing

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. You are working as a Health Records Officer at a busy outpatient clinic. A woman walks in and requests to see a doctor for the first time. State **FOUR** patient's biodata that you will capture 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) Name **FOUR** details that must capture on patient master index card during registration. (4marks)

4. Appointment and scheduling supports proper follow-up and monitoring of patient conditions .State **FOUR** possible reasons why patients may miss appointment. (4marks)

5. During registration process, certain patients might be given priority over others.
 - a) Enumerate **TWO** categories of patients that are given priority over others when registering patients. (2marks)
 - b) State **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) Mention **TWO** ways the officer can establish the patient's name. (2marks)
 - b) Outline **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. Maintaining security of patients is one of the vital roles of a health records officer. Enumerate **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. Patient identification ensures that the right patient receives the right care, treatment, and documentation. Highlight **TWO** ways of patient identification (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) Describe steps followed in out-patients' registration. (10marks)
 - b) Discuss **FIVE** contents of a unit health record (10 marks)
12. You are working at the reception desk of Sunrise Medical Clinic. At 11:00 AM, a patient calls the clinic requesting an appointment to see a doctor for a follow-up consultation regarding high blood pressure. The clinic operates from 8:00 AM to 5:00 PM, Monday to Friday. The doctor is fully booked on Monday and Wednesday, but there are open slots on Tuesday, Thursday, and Friday between 10:00 AM and 1:00 PM.
 - a) Explain **FOUR** reasons why appointment scheduling is important in a healthcare facility (8 marks)
 - b) Explain steps you will take in preparing the clinic for patients in this clinic (5 marks)
 - c) Suggest **TWO** ways of reminding patients about their upcoming appointments. (2 marks)
 - d) What action would you take if Dr. Kamau becomes unavailable on Thursday after booking the appointment? (2 marks)
 - e) Create a sample appointment entry for this patient. (3 marks)

13. A health record is a systematic documentation of a patient's medical history, clinical findings, diagnostic test results, treatments, and health outcome

- a) Discuss **FIVE** purposes of Health records (10 marks)
- b) Explain **FIVE** legal aspects of health records. (10marks)

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** measures that ensure security of Electronic Medical Records . (10marks)

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