

091906T4HRI

HEALTH RECORDS AND INFORMATION TECHNOLOGY LEVEL 6

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

Register Patients

March/April 2025



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Answer **ALL** the questions in section **A** and **any THREE** Questions in **Section B**
4. Candidates are provided with a separate answer booklet
5. **DO NOT** write on this question paper.

**This paper consists of THREE (3) printed pages
Candidates should check the question paper to ascertain that all
pages are printed as indicated and that no questions are missing.**

SECTION A (40 MARKS)

Answer ALL the questions in this section.

1. Most hospitals are continuing to embrace the idea of pre-registration to improve patient flow and reduce wait times. This system aims to streamline processes before patients arrive at the hospital.
 - a) Define patient pre-registration as used to enhance hospital efficiency. (2 Marks)
 - b) Considering this pre-registration system, state FOUR advantages it provides to hospital operations. (4 Marks)
2. Effective patient registration is crucial for hospital operations, aiding in the management of patient information and ensuring smooth processes. Based on its importance, outline FOUR objectives of patient registration. (4 Marks)
3. Hospitals often prioritize certain categories of patients during registration to ensure that those who need urgent care receive it promptly. Identify FOUR categories of patients that are given priority over others when registering patients. (4 Marks)
4. The reception department in a health facility is responsible for multiple key functions, essential for the initial stages of patient care. Based on this role, outline FOUR functions carried out at the reception department. (4 Marks)
5. Moving from manual registers to electronic registration can significantly enhance the efficiency of hospital operations. In light of this transition, mention FOUR benefits a hospital gains by adopting electronic registration over manual registers. (4 Marks)
6. Patients missing scheduled appointments can disrupt the hospital's schedule and patient care plans. Highlight FOUR possible reasons why patients may miss their appointments, affecting their treatment schedule. (4 Marks)
7. Receptionists are vital for managing patient flow and ensuring a positive first impression at healthcare facilities. Based on their role, name TWO qualities that a good receptionist needs to have. (2 marks)
8. The physical setup of a reception area impacts its functionality, patient comfort, and overall efficiency. Considering these factors, state FOUR physical requirements for an effective reception area in a healthcare facility. (4 Marks)
9. During the registration process, various factors can contribute to patient dissatisfaction, potentially affecting their overall experience. Based on this, mention FOUR factors that can lead to patients' dissatisfaction during registration. (4 Marks)
10. Effective scheduling of appointments requires consideration of several key factors to ensure patient flow and efficient use of hospital resources. Considering these needs, state FOUR factors to consider when scheduling appointments in a healthcare setting. (4 Marks)

SECTION B (60 MARKS)***Answer Any THREE Questions in This Section***

11. A major storm has disrupted the local area, causing an influx of patients with various injuries and ailments at the hospital. The emergency department is overwhelmed, and there is a need to efficiently register and triage patients to provide timely care. As a registration officer, you have been tasked with managing the registration process to ensure that patients are quickly and accurately registered, and their information is promptly available to healthcare providers.

- a. Describe SIX things you would do to efficiently register and triage patients arriving at the hospital during the emergency, considering the high volume of patients and the need for prompt care. Include any forms or documents you would require and explain how you would prioritize patients based on their condition. (12 Marks)
- b. State FOUR ways you would handle potential issues that may arise during the registration process in this emergency scenario, such as incomplete information or language barriers. (4 Marks)
- c. Outline FOUR benefits of an efficient registration process in an emergency situation and how it impacts patient care and hospital operations. (4 Marks)

12. Making appointments and scheduling patients for clinics remains one of the key roles of a health records and information technician.

- a) Define the term appointment (2 Marks)
- b) Explain THREE reasons for scheduling appointments (6 Marks)
- c)
 - i. Describe the two main types of appointment system (4 Marks)
 - ii. Discuss one advantages and one disadvantages of the two appointment systems c (i). (8 Marks)

13. Kasolo has been discharged from the male ward after a long stay of one month. He was undergoing obstetric disorder treatment; he comes to you with a discharge summary indicating TCA after 2/52

- i. Explain to Kasolo what the doctors means by TCA (1 Mark)
- ii. After how long is Kasolo expected to come back for follow up? (1 Mark)
- iii. In which clinic will you book Kasolo? (2 Mark)
- iv. Explain FOUR concepts of patients schedule and follow up (8 Marks)
- v. Discuss FOUR reasons why it is important to schedule patients for follow up (8 Marks)

14. As an in-charge of clinic appointments at Uzima Hospital, you realize that during every clinic day, you experience long queues and patients are beginning to complain because most of them come early but are seen late in the day, doctors are also complaining because they are seeing many patients beyond their capacity and this makes them

experience a burn out. As the HRIO in charge, discuss TEN ways how you will solve this problem. (20 Marks)