



16751



## BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – BBA(HM)-2022

Course Name – Front Office Management

Course Code - BBAHMD602B

( Semester VI )

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

### Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) . ..... is understood to be a place where clerical work is done and all kinds of paper work is maintained and dealt with.
  - a) Office
  - b) Reception
  - c) Factory
  - d) None of these
- (ii) Who is responsible for front office management ?
  - a) Receptionist
  - b) Managing director
  - c) Front Office manager
  - d) Chief executive officer
- (iii) Which part of the discharge summary should surgeries appear?
  - a) summary of procedures and treatments
  - b) chief complaint
  - c) diagnosis and other significant findings
  - d) patient condition at discharge
- (iv) Identify the first interactive point in a hospital.
  - a) IPD
  - b) ICU
  - c) EMERGENCY
  - d) OPD
- (v) Identify the reasons for shifting focus from IPD to OPD?
  - a) Economic Importance
  - b) Rising Cost
  - c) Shortage of Beds
  - d) All of these
- (vi) Name the term "receptionist".
  - a) a person who handles the clinical responsibilities of a patient
  - b) medical receptionist works at the front desk of a medical office providing assistance to patients and visitors.
  - c) a person who works at the cssd department
  - d) a person who is responsible for the budgeting of the hospital
- (vii) Select the term " Admission of a patient in a hospital".
  - a) Admission of a patient means allowing and facilitating a patient to stay in the hospital unit or ward for observation, investigation,
  - b) Admission of a patient means that the patient visits the OPD for consultation and then leaves

- and treatment of the disease he or she is suffering from
- c) Admission process means to notify the patient about the hospital and its facilities
- d) None of these
- (viii) Name the term "patient registration".
- a) Registration is take the details of the patient
- b) Registration is a process by which a patient's name and identity are enrolled into the records of the hospital.
- c) Registration means to prepare the discharge summary of the patient
- d) None of these
- (ix) What do you mean by "appointment fixing for the doctor"?
- a) An appointment fixing for doctor is a formal date or plan to meet the doctor at the appointed time
- b) An appointment fixing is to get a formal date to call the doctor
- c) Both a & b
- d) None of these
- (x) Choose the correct meaning of "Medical Billing"-
- a) Medical billing is a payment practice for the patients who take services in a hospital
- b) Medical billing is a payment practice for the patients who take services in a hospital as well as outside the hospital
- c) Medical billing is any type of billing services related with money
- d) None of them
- (xi) Show the type of Time based method.
- a) Appointment method
- b) Consultation method
- c) Billing method
- d) Management method
- (xii) What is the difference between billing and invoicing ?
- a) Bill is the money owed by a customer for a purchase transaction whereas an invoice is a detailed document of a goods or service transaction.
- b) Bill is the documentation of goods and services and invoicing is a purchase transaction
- c) Both a & b
- d) None of them
- (xiii) Where the Distribution of visiting cards is done?
- a) Reception
- b) Security counter at the hospital gate
- c) In the IPD
- d) outside the hospital
- (xiv) Identify the relationship between the TPA & the hospital.
- a) Connects the front office with the rest of the hospital
- b) TPA is the link between the insurer and the policyholder in case a claim is made
- c) TPA is the link between the insurer and the doctors
- d) Both a & B
- (xv) Name the organization that provides licenses to the TPA.
- a) Insurance Regulatory and Development Authority of India
- b) Insurance Regulatory and Developmental Authority of India
- c) Insurance Regulatory and Development Authorities of India
- d) Insurances and claim Regulatory and Development Authority of India

### Group-B

(Short Answer Type Questions)

3 x 5=15

2. Explain the relationship between the TPA and hospitals. (3)
3. List the documents that are required for the discharge of a patient from a hospital. (3)
4. Define the meaning of amputation certificate. (3)
5. Explain the nurses' responsibility during the discharge of a medico-legal patient. (3)
6. Explain foreign patient handling at the front office of a hospital. (3)

OR

Justify the importance of Internet at the front office of a hospital.

**Group-C**  
(Long Answer Type Questions)

5 x 6=30

7. Explain the exact workflow of the front office department & the process of working in short in accordance with the diagram. (5)
8. Explain the workflow of the OPD & the process of working in short in accordance with the diagram. (5)
9. What do you understand about the concept of Corporate billing? (5)
10. Explain the structure of the front office in details. (5)
11. How does the efficiency of front office operations (e.g., appointment scheduling, registration, and billing processes) impact overall patient satisfaction, and what strategies can be implemented to enhance the patient experience in these areas? (5)
12. Interpret the implementation of advanced healthcare technologies (such as electronic health records, patient portals, and telemedicine) improve the front office management processes in a hospital. (5)

**OR**

Justify front office management practices in hospitals ensure the confidentiality and security of patient information. (5)

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