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BRAINWARE UNIVERSITY

Term End Examination 2025-2026
Programme – BBA(HM)-Hons-2024
Course Name – Hospital Clinical Services
Course Code - BHM30103
(Semester III)

Library
Brainware University
398, Ramkrishnapur Road, Barasat
Kolkata, West Bengal-700125

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) What is the purpose of an Outpatient Department (OPD) ?
a) To admit patients overnight
b) To provide in-home services
c) To offer scheduled medical services without hospital stay
d) To handle emergency cases only

(ii) Recall the main point of first contact between a hospital and a patient.
a) ICU
b) Emergency
c) Outpatient Department
d) Pharmacy

(iii) Outline the right reason for cleanliness being essential in OPD areas.
a) Reduces construction cost
b) Prevents theft
c) Increases patient satisfaction
d) Reduces electricity use

(iv) Recall triage in emergency services.
a) Final diagnosis process
b) Medical billing method
c) Priority-based patient sorting
d) Surgical procedure

(v) Summarize the role of a trauma nurse.
a) Handles IT systems
b) Provides post-mortem reports
c) Delivers rapid care during trauma
d) Issues insurance claims

(vi) Relate rapid response time being critical in trauma care.
a) Helps in recruiting more staff
b) Saves administrative time
c) Increases patient satisfaction
d) Increases survival chances

(vii) Select the purpose of diagnostic services in a hospital.
a) To provide food
b) To ensure billing
c) To detect and confirm disease conditions
d) To discharge patients

(viii) List one test typically done in a pathology laboratory.
a) Ultrasound
b) ECG

c) Blood glucose test d) CT Scan

(ix) Interpret the contribution of radiology to diagnosis.

a) By tracking inventory b) By visualizing internal body structures
c) By recording patient history d) By monitoring staff attendance

(x) Relate inpatient services in a hospital from the following options.

a) Services for walk-in patients b) Services for patients admitted overnight
c) Pharmacy services d) Ambulance services

(xi) Infer the purpose of a nurse's station in an inpatient ward.

a) Patient cooking area b) Medication storage
c) Central monitoring and coordination of care d) Staff recreation room

(xii) Contrast inpatient care and outpatient care.

a) Requires overnight stay and monitoring b) Only medication is given
c) Requires emergency treatment d) Takes less time to treat

(xiii) From the following options, relate the term 'Operation Theatre'.

a) Recovery ward b) Diagnostic unit
c) Specialized facility for surgical procedures d) Pharmacy area

(xiv) List one essential feature of a sterile zone in OT.

a) Waiting area b) Central A/C
c) Restricted entry d) Public restroom

(xv) Outline the function of an autoclave in OT settings.

a) Lights up the room b) Monitors ECG
c) Sterilizes surgical instruments d) Stores linen

Group-B

(Short Answer Type Questions) 3 x 5=15

2. Recall any three staff categories involved in the outpatient department. (3)
3. Summarize the facilities available in the circulation area of the Emergency Department. (3)
4. Summarize the workflow in the Radiology Department. (3)
5. Summarize the zoning of operation theatre. (3)
6. Evaluate the adequacy of nursing staff-to-patient ratio in delivering quality care in ICU. (3)

OR

Determine the concept of Day Care Unit in a hospital. (3)

Group-C

(Long Answer Type Questions) 5 x 6=30

7. Recall any five factors affecting service quality and patient satisfaction. (5)
8. Interpret the concept and applicability of Triage. (5)
9. Determine the essential physical facilities required in the administrative area of a Radiology Unit. (5)
10. List any five managerial issues of the Intensive Care Unit and suggest ways to address them. (5)
11. Explain the following i) space requirement of an OT, ii) Aim of planning an OT. (5)
12. Determine the key physical facilities of an Intensive Care Unit. (5)

OR

Explain the Rig's ward design in the Inpatient Department along with its advantages and disadvantages. (5)

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