



# BRAINWARE UNIVERSITY

Term End Examination 2023

Programme – BBA(HM)-2020

Course Name – Front Office Management

Course Code - BBAHMD602B

( Semester VI )

LIBRARY  
Brainware University  
396, Rankinagar Road, Barabati  
Kolkata, West Bengal 700027

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) As per your observation, mention the full form of RCM in medical billing.
    - a) Recycle management
    - b) Revenue Cycle Management
    - c) Review Cycle Management
    - d) None of them
  - (ii) Identify the correct answer: Which is not a component of cash billing?
    - a) Register Patients
    - b) Prepare Claims/Check Compliance
    - c) Prepare the discharge summary
    - d) Follow up on patient payments and handle collections.
  - (iii) Identify who among them is not a para medical staff?
    - a) Technicians
    - b) Health care assistants
    - c) Front office staffs
    - d) therapists
  - (iv) Name the area which is not a section under the front office area.
    - a) Lobby
    - b) Appointment Desk
    - c) Billing counter
    - d) Utility room
  - (v) Name the primary functions of the front office office?
    - a) It receives information from various departments of the organisation or from outside
    - b) It is required to convert the information received into other forms, so that it can be easily understood by the management
    - c) Both 'a' and 'b'
    - d) None of these
  - (vi) . ..... 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
  - (vii) Predict the importance of post discharge followup
    - a) Increases the risk of hospitalization
    - b) Reduces the risk of hospitalization
    - c) improves patient satisfaction
    - d) both b & c

(viii) As per your judgement, mark the correct answer: Which document among the following is required to obtain a death certificate ?

- a) Hospital registration card
- b) Age proof of the deceased
- c) Marriage certificate
- d) None of them

(ix) Choose the correct answer: Cash handling process at the reception includes\_\_

- a) handling, receipting, depositing and reporting
- b) handling, reporting,
- c) handling, receipting, depositing
- d) None of them

(x) Differentiate between DAMA & LAMA

- a) DAMA, or discharge against medical advice, occurs when a patient leaves the hospital without the permission of the hospital. LAMA, or left against medical advice, refers to a patient who leaves the hospital against the doctor's advice.
- b) DAMA, or discharge against medical advice, occurs when a patient leaves the hospital without the permission of their treating physician. LAMA, or left against medical advice, refers to a patient who leaves the hospital against the doctor's advice.
- c) only a
- d) None of them

(xi) write down the full form of DOPR.

- a) Discharge on patient party's request
- b) Discharge on participant's request
- c) Discharge on patient request
- d) None of them

(xii) Give examples of MLCs

- a) accidents
- b) burns, assaults
- c) alleged suicide or homicide
- d) All of these

(xiii) Give example of a document which is not required at the front office during registration

- a) Past medical reports
- b) Adhaar card of the patient
- c) Insurance { if present}
- d) educational documents of the patients

(xiv) From your own judgement answer the question: Which is not a challenge faced by the TPA in a hospital?

- a) Poor standardization of billing procedures in hospitals.
- b) Lack of communication between corporate hospitals and insurance companies.
- c) Long waiting lines
- d) Absence of an appropriate system of financing their operations.

(xv) Report the full form of IPSG.

- a) International Patient Safety Goals
- b) International Patient Security Goals
- c) International Patient Success Goals
- d) International Patient Surveillance Goals

### Group-B

(Short Answer Type Questions)

3 x 5=15

2. Define public addressing system. (3)
3. Discover the managerial issues of the OPD of a hospital. (3)
4. Explain the concept of discharge summary of a patient. (3)
5. Show how is an IPD reception desk different from an OPD reception desk. (3)
6. Discover the meaning of amputation certificate. (3)

OR

Develop an answer defining the concept of Discharge Planning. (3)

### Group-C

(Long Answer Type Questions)

5 x 6=30

7. Show the exact workflow of the front office department & also explain the process of working in short in accordance with the diagram. (5)
8. Briefly explain how the behaviour of the staffs present at the front office has an influence in building a loyal customer base for any hospital. (5)

9. List down the various ways to deal with the foreign patients at the front office of a hospital. (5)
10. Discover the process of preparation of a patient record. (5)
11. Identify the process that an individual has to go for getting a death certificate in India. (5)
12. Explain the full form of DORB and explain in your own words that why proper documentation is essential for the hospital for DORB. (5)

**OR**

Explain the process that an individual has to go for getting a birth certificate in India. (5)

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