



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF HEALTH SCIENCES**

**UNIVERSITY EXAMINATION FOR DIPLOMA IN HEALTH RECORDS AND IT
(TVET)**

2ND YEAR 1ST SEMESTER 2024/2025 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: HDR 2213
COURSE TITLE: REGISTRATION OF PATIENTS I
TIME: 3 HOURS

Instructions:

- 1. The paper has two sections A and B**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

SECTION A (40 MARKS)

ANSWER ALL THE QUESTIONS IN THIS SECTION

1. As a health records and information officer, what do you understand by the following terms: (6 Marks)
 - a. Patient pre-registration
 - b. Consent form
 - c. Unique Patient Identifier
2. Identify three reasons why accurate patient registration is important (3 Marks)
3. During registration process, certain patients might be given priority over others. List four categories of patients that are given priority over others when doing registration (4 Marks)
4. During patient registration, patients are always asked whether they have insurance cover. Briefly explain two reasons why insurance information is important during patient registration? (2 Marks)
5. Briefly explain three reasons why names cannot be used as unique identifier (3 Marks)
6. During patient registration, you found that the patient is unable to recall the age. How can you find the age of the client? (2 Marks)
7. Reception is the first point where the patient is attended to by health records officer. State four characteristics of a good reception area (4 Marks)
8. As health records and information technologist, name three ways on how you can ensure patients data and information is secured (3 Marks)
9. With advancement in technology, many hospitals are now embracing digital registration as opposed to manual system. Outline four benefits of electronic registration over manual system (4 Marks)
10. Special clinics offer specialized health care services to patients. Outline four types of special clinics in a health facility (4 Marks)
11. Appointment system is a systematic way of giving a specific date, time and venue of the clinic to an individual patient/ client. Highlight five possible reasons why patients may miss appointment (5 Marks)

SECTION B (60 MARKS)

ANSWER ANY THREE QUESTIONS IN THIS SECTION

12. Describe the information you need to capture in the following areas during patient registration (10 Marks)

- i.** Personal Information
- ii.** Contact information
- iii.** Clinical Data
- iv.** Contact information
- v.** Financial Data

b) As a health records and information officer working at the outpatient department, discuss five objectives of patient registration (10 Marks)

13. Describe the patient registration process (20 Marks)

14. A well-trained health records and information assistant manager should have the good qualities on his/her daily hospital activities. Discuss TEN qualities of a good health records and information officer (20 Marks)

15. 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 records (EMR). (10 Marks)

b. Explain FIVE possible solutions to the barriers in adoption of EMR (10 Marks)

16. Discuss three common settings for patient registration (12 Marks)

b) Explain any four purpose of patient scheduling and follow up in hospital (8 Marks)