



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

BACHELOR OF BUSINESS AND OFFICE MANAGEMENT

BSC 4407:MEDICAL SECRETARIAL PRACTICE

END OF SEMESTER EXAMINATION

SERIES: MAY 2025

TIME: 2HOURS

DATE: 5 May 2025

Instructions to Candidates

You should have the following for this examination

Answer Booklet, examination pass and student ID

This paper consists of FIVE questions.

Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

- a) Discuss the key steps of a successful medical billing process. (14 marks)
- b) Health systems are all institutions, people and actions whose primary purpose is to improve health. Highlight Five functions of health systems in Kenya. (10 marks)
- c) Appointments are a cornerstone of medical secretarial practice, involving various aspects such as appointments. Highlight Six types of appointments. (6 marks)

Question TWO

- a) Using five points discuss how working in different medical environments can impact the performance of a medical secretary. (10 marks)

- b) Discuss Five key elements that should be included in a patient's medical record.
(10 marks)

Question THREE

- a) The future of the medical environment is shaped by ongoing trends and innovations. Discuss five Emerging trends in Kenya's Medical Environment.
(10 marks)
- b) The medical environment faces numerous challenges. Highlight five Secretarial Challenges in the Medical Environment. (10 marks)

Question FOUR

- a) Describe four key dynamic areas of continuous learning for the Medical Secretary.
(8 marks)
- b) Kenya's health care system is structured in a step-wise manner so that complicated cases are referred to a higher level. (12 marks)

Question FIVE

- a) Write short notes on five Importance's of Provider Correspondence. (10 marks)
- b) Explain Five Communication Strategies for Medical Administrative Assistants.
(10 marks)