



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:
BACHELOR OF BUSINESS AND OFFICE MANAGEMENT
BSC 4407: MEDICAL SECRETARIAL PRACTICE
SPECIAL/SUPPLEMENTARY EXAMINATION

SERIES JULY, 2025

TIME: 2HOURS

DATE: Pick Date Jul 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 five systemic challenges in the healthcare systems in Kenya. (10 marks)
- b) The relationship between a medical secretary and other health professionals within the medical environment is symbiotic. Discuss. (10 marks)
- b) Efficient scheduling and rescheduling of appointments involves several steps. Explain five such steps. (10 marks)

Question TWO

- a) Explain Five reasons as to why Effective communication and correspondence are indispensable in medical secretarial roles. (10 marks)
- b) Describe Five Types of Provider Correspondences. (10 marks)

Question THREE

- a) Discuss Five commonly used documents by Medical Secretaries. (10 marks)
- b) Write short notes on the potential consequences of mishandling or improperly storing patient records. (10 marks)

Question FOUR

- a) Discuss the ethical considerations that medical secretaries should practice in their daily work. (10 marks)
- b) Conflict management is the ability to be able to identify and handle conflicts sensibly, fairly and efficiently. Discuss conflict management styles among medical secretaries. (10 marks)

Question FIVE

- a) Discuss the general considerations when planning duty rosters for medical secretaries. (10 marks)
- b) Explain the importance of maintaining accurate and confidential patient records. (10 marks)