



বিদ্যাসাগর বিশ্ববিদ্যালয়

**VIDYASAGAR UNIVERSITY**

**5th Semester Examination 2021**

**BBA (Hospital Management)**

**PAPER—DSE1B**

**FRONT OFFICE MANAGEMENT**

*Full Marks : 75*

*Time : 3 Hours*

*The figures in the right-hand margin indicate full marks.*

*Candidates are required to give their answers in their own words as far as practicable.*

*Illustrate the answers wherever necessary.*

**A.** Answer any six questions.

6×2

1. What do you understand by registration form ?
2. What do you know about GRE ?
3. What do you mean by reception ?
4. Define time share.
5. Define tariff card.

6. What is time study?
7. What are the equipments of motion study?
8. State any two importance finance department in hospital.
9. What is HCPCS?
10. 'Front office is the face of the hospital' – briefly explain.

**B.** Answer any *four* questions. 4×12

11. What do you understand by a front office in a hospital? Write down the physical facilities and equipments of front office. 3+9
12. Write down the staffing pattern of front office. Discuss the qualities of a good F.O. representative. 4+8
13. Briefly discuss on patient admission. 12
14. What are the attributes of a good reception in a hospital? State the location of front office. 8+4
15. What are the problems associated with this department? Describe the function of F.O. 6+6
16. What do you know about telephone etiquette? State the qualities of a good telephone operator. 3+9
17. Discuss in detail on the Time and Motion Study. 12
18. Discuss about the characteristics of an effective team. What are the importances of team work in a hospital? 6+6

**(Internal Assessment – 15 Marks)**

—