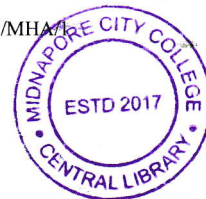


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MCC/22/PG/Sem.-IV/MHA/17



**PG**  
**M.H.A. Semester-IV Examination, 2022**  
**MASTER IN HOSPITAL ADMINISTRATION**  
**PAPER: MHA 404**  
**(HOSPITAL OPERATIONS MANAGEMENT)**

**Full Marks: 40**

**Time: 2 Hours**

**GROUP-A**

**Answer any four questions of the following:**

**4×5=20**

1. What do you understand by front office in a hospital? Discuss the qualities of a good F.O representative. 1+4
2. What are the common problems associated with OPD? Discuss briefly. 5
3. Write down the location and physical facilities of radiology department. 2+3
4. State the purposes of medical record. 5
5. Describe primary factors in determining a site for a proposed hospital. 5
6. Define Lay out. Explain various types of lay out present in hospital. 2+3

**GROUP-B**

**Answer any two questions of the following:**

**2×10=20**

1. Explain the billing procedure of a hospital. States the maintaining procedure of Bio-medical Equipment. 5+5
2. Describe the guiding principles in planning a hospital. State about the hospital financial planning. 6+4
3. What are the various techniques of work measurement? Discuss the importance of facility location. 7+3

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