

**Wednesday 18th November, 2015**



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**Section A**

**The questions in this section are based on scenario 1 in the case study and your background research**

**Answer all questions**

1. The receptionist at Appleside Doctor’s practise would like to add appointments onto the computer system when patients call in to request them.
	1. Identify **two** input devices that the receptionist could use to add this data to the system
		1.

* + 1.

2

* 1. State one piece of software that could be used to store these appointments

1

* + 1.
	1. Some of the doctors are on-call, meaning that they visit patients at home. Identify and explain two ways that the receptionist could pass this data onto the on-call doctors
		1.
		2.

4

* 1. Appleside Doctor’s practise has decided to use an online calendar to schedule appointments with the patients and the doctor’s need to be able to access this. Describe some of the features of an online calendar that would stop appointments being double booked and ensure that appointments don’t get missed

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1. Appleside Doctors Practise asks patients to provide all of their personal and medical details on a paper feedback form.
2. What type of application software would be most suitable to create this type of form?

1

1. State one output device that would be used to create a hard copy of this form?

1

Patients must provide the surgery with details of their medical history each time they visit.

1. Identify two items of information that patients would need to provide to the Practise so that their details can be stored as the correct person.

i)

ii)

2

1. Explain one possible disadvantage caused by using a paper-based form to capture the information the Doctors Practise needs.

4

1. When a customer has their details added to the Practise’s Computer System, it is added to a database.
	1. Describe **two** features of database software that makes it suitable for storing and analysing patient details

1

 2

4

* 1. Appleside Practise currently allow their patients who are waiting to access their network through a wi-fi connection. Discuss the security implications of this to patient’s private records.

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**Section B**

**The questions in this section are based on scenario 2 in the case study and your background research**

**Answer all questions**

1. Appleside Practise back-up their data to an external hard-drive every night. Discuss other options that they could use and the advantages and disadvantages of these.

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1. Appleside provide their out-of hours doctors with a laptop. This laptop uses a password and a secure USB key.
	1. State the name of the Act that controls the storage of personal information

1

* 1. Describe one legal implication for the surgery if the laptop is stolen

2

* 1. Explain **three** different utility programs and how they could be used on the laptop monthly to prevent unauthorised access

9

1. The Practise would like to change from recording their patient’s details on a paper feedback form to using an electronic form.
	1. Complete the table below to describe the purpose of each user form feature.

|  |  |
| --- | --- |
| **User Form Feature** | **Describe one purpose of this feature** |
| Button | A patient can click on this to submit the information that has been added |
| Radio Button |  |
| Text Field |  |

* 1. Explain why the use of data validation could improve the effectiveness of the data that is submitted using electronic forms

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* 1. If the forms are moved to electronic collection from manual, explain the effects on the number of staff needed to complete the tasks, any training needs and the overall satisfaction of the Practise staff.

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**End of Question Paper**