

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

**LEVEL 2 TEXT PROCESSING
(BUSINESS PROFESSIONAL)**

Scheme Code: **06996**

MEDICAL WORD PROCESSING

Question Paper
Reference: **SPRING 09**

This question paper may be taken within these dates:
16 FEBRUARY 2009 - 27 MARCH 2009

TIME: 1 HOUR 45 MINUTES

INSTRUCTIONS TO CANDIDATES

Please insert your Centre Number, the Scheme Code and the Question Paper Reference on your Unit Submission Folder.

You must use a word processor to complete this examination.

Please insert your Name, Centre Number and Document Number on every page.

Letters must be produced on the OCR recalled letterhead.

Insert today's date on letters unless otherwise instructed.

Complete all documents.

Carry out the printing and routing of all documents yourself. You must print all of your own work.

Assemble your completed work in the order in which it is presented in this paper and cross through any work which you do not wish to be marked.

INFORMATION FOR CANDIDATES

For all of the documents, you will be required to retrieve previously stored documents. The filenames for these documents will be given to you.

Extra copies may be produced as additional printouts or photocopies.

Printing, photocopying and routing may be undertaken outside the 1 hour 45 minutes allowed for this examination.

No amendments can be made to the text after the 1 hour 45 minutes allowed for this examination other than to insert characters not available on the keyboard or printer and to route extra copies.

ADDITIONAL INFORMATION

Tests taken after 27 March 2009 using this question paper will not be accepted. Candidates should sit this paper only once.

Credit

Successful completion of the live assessment for this unit will award you with 5 credits.

QCA Accreditation Number: L/501/4227

H530 SPR09

This document consists of 6 printed pages and 2 blank pages

Recall the Information Sheet stored as RAYNAUDS and amend as shown. Change to double linespacing (except where indicated). Adjust left margin to 4cm and top margin to 3.5cm. Use full justification. Save as FINGERS and print one copy.

Change condition to disorder throughout this document

RAYNAUD'S DISEASE

Raynaud's Disease is a debilitating and ~~painful circulatory~~ ~~unpleasant vasospastic~~ condition. ✓

It is estimated to affect more than 10 million people in Britain and is more common in women than men.

Inset this paragraph 3cm from left margin

(M) When the body is exposed to cold temperatures the symptoms are triggered ~~at times of emotional stress or anxiety~~. The small blood vessels under the skin narrow to limit the blood circulation to the extremities of the body. This slows down the blood supply to preserve the body's core temperature. The fingers and hands are mainly affected but it can also involve the toes, earlobes and nose.

Page 2 starts here

vibrating tools such as

It can occur as a result of using hammer drills. This is known as vibration white finger. This condition ~~is very persistent and~~ is a recognised industrial injury. During an attack the blood flow is restricted. The fingers become numb and cyanosed indicating that the blood supply has temporarily been cut off. On recovery the blood comes slowly back to the fingers which turn bright red and throb. This is accompanied by extreme pain.

Treatment will depend on how extreme the symptoms are. Mild attacks can be prevented by avoiding temperature changes and wearing warm clothing to protect from the cold. Pain can be relieved with analgesics.

copy this sentence to point marked C

Self-care techniques to help control attacks can be used. Smoking should be avoided. Wear warm gloves, socks and shoes and put these on whilst you are warm. Avoid touching cold objects as even getting something out of the freezer can trigger an attack. Regular exercise is a good way of stimulating the circulation.

In more severe cases vasodilators may be prescribed to dilate the small arteries and help improve circulation. Drugs may only be necessary during cold weather spells or in the winter months.

or holding a can of drink

Page number must not appear on page 1

This paragraph only in single linespacing

Move to point
marked (M)

For most people the attacks are just a minor but uncomfortable problem. Many sufferers have never seen a doctor as they are unaware that their condition has a name or that there is anything that can be done to help.

page 3 starts here

The cause is not known but it may be hereditary. A diagnosis can usually be made from a description of the symptoms. A blood test may be taken to eliminate any underlying illness. An antinuclear antibodies test can identify an overactive immune system. This is common in people who have connective tissue diseases or autoimmune disorders.

(C)

blood flow is permanently reduced

Complications can occur when the ~~artery walls get harder and thicker~~. This can lead to ulcers and gangrene at the tips of the affected fingers or toes. In these cases surgical intervention may be the only option.

Such as scleroderma, rheumatoid arthritis and lupus

Insert COLD FINGER SYNDROME
to appear as a header on
every page

DOCUMENT 2

Recall the poster stored as WINTER and amend as shown. Save as NORO. Print a copy in landscape on one sheet of A4 paper.

Insert an automatic filename and path in the footer area

WINTER VOMITING DISEASE ←

Emphasise this heading

Insert the picture stored as VIRUS Change measurement to 4cm wide with the text wrapped to the right of the picture.

during the winter months

If you suffer a sudden attack of vomiting and diarrhoea, it is likely you have contracted "winter vomiting disease" caused by a virus called norovirus.

Norovirus is highly infectious and easily passed from one person to another. Outbreaks are common in closed environments such as nursing homes and schools.

→ Always wash your hands after using the toilet and before preparing food.

→ Reduce the risk of getting norovirus by practising good hygiene.

The first warning sign is a sudden onset of nausea. This is followed by projectile vomiting and diarrhoea. Other symptoms include:

aching limbs
abdominal cramps
fever and chills
feeling of lethargy
loss of appetite
headache

Sort list into exact alphabetical order

The illness needs to run its course. Drink plenty of water to replace fluids and prevent dehydration. Most people make a full recovery within a few days.

Ensure you remain isolated ~~from other people~~ for at least 48 hours after your symptoms have ceased.

Centre this paragraph

On completion, ensure you have saved your work and then use your software facilities to perform a word count. Key in this figure on a separate line below the final line of text.

Recall the document stored as TESTING and amend as shown. You may prefer to rule the table. Save as BLOODS and print one copy.

Modify table so that the COMMENTS Column becomes the last column

LABORATORY BLOOD TESTING SERVICE

Our laboratories are fully equipped and perform a variety of tests. A team of phlebotomists visits the wards every morning.

Leave a vertical space of at least 4 cm here

Abnormal results are telephoned when it is considered necessary for the management of the patient.

INVESTIGATION NAME	COMMENTS	SPECIMEN DETAILS	
		SAMPLE VOLUME (ML)	TEST TIME IN HOURS

HAEMATOLOGY DEPARTMENT

Full blood count	Mix specimen well	2.7	1
B12 and folate assays	Brown top tube	3.5	48
Coagulation screen	Test same day	3.0	2
Plasma viscosity	Red top tube	5.4	72
Blood group and antibodies	Label as guidelines	7.5	24

BIOCHEMISTRY DEPARTMENT

Urea and electrolytes	Priority testing	2.5	6
Triglycerides	Fasting sample	7.5	4
Glucose tolerance test	Record time taken	2.7	2
Liver function test	Available out of hours	5.0	1
Thyroid function test	Serum gel tube	3.5	4

A restricted service is available in the evenings and at weekends. Please keep these requests to a minimum.

Sort SAMPLE VOLUME (ML) column into exact numerical order within each section starting with the lowest number first. Ensure all corresponding details are also rearranged.

DOCUMENT 4

Recall the letterhead template stored as GORMAN and key in the following document. Insert the autotext phrases as indicated. Use Tahoma 10 consistently throughout the letter. Save as AVERY and print.

Our ref FG/NH

Dr Charles Harvey
General Practitioner
Camel Surgery
LISKEARD
PL14 2HB

Top + 2 please. One for
Haematology Clinic and one
for our files. Indicate routing.

Dear Dr Harvey

Mrs Shirley Avery date of birth 18/06/1932
16 Allendale LISKEARD PL14 7AJ

Thank you for referring this lady to me. She presented complaining of pain in her back which radiates into her right thigh and shin. She is relatively comfortable when sitting but suffers severe discomfort when she weight bears on her right leg.

She suffers from a mild form of myelodysplasia and has also been diagnosed with osteoporosis. In the past she sustained a fracture of L1 when she fell off a chair. There is no other history of note.

On examination today she looks well but walks with a limp. There is no obvious deformity of her lumbar spine. She has a reasonable range of movement and there is no localised tenderness. A spinal MRI scan was reported as follows:

Insert the autotext phrase stored as MRI

Her symptoms are suggestive of L4 nerve root compression and I explained that this is probably the cause of her pain.

Insert the autotext phrase stored as OUT

She would like to proceed with surgery. I shall obtain further information on her haematological status before arranging this.

Yours sincerely

Mr Fred Gorman
Consultant Spinal Neurosurgeon

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