higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

MEDICAL PRACTICE N5
(Second Paper)

29 NOVEMBER 2019

This marking guideline consists of 7 pages.

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SECTION A

Answer ALL the questions in SECTION A.

QUESTION 1

1.1	1.1.1	Chromosome		
	1.1.2	Iodine		
	1.1.3	Phenylketonuria		
	1.1.4	Microcephaly		
	1.1.5	Hydrocephaly		
	1.1.6	Obsessions		
	1.1.7	Compulsion		
	1.1.8	Ganser syndrome		
	1.1.9	Somnambulism		
	1.1.10	Hypochondria		
			(10 × 2)	(20)
1.2	1.2.1	True		
	1.2.2	False		
	1.2.3	True		
	1.2.4	True		
	1.2.5	False		
	1.2.6	False		
	1.2.7	True		
	1.2.8	False		
	1.2.9	True		
	1.2.10	True		
			(10 × 2)	(20)
				[40]

TOTAL SECTION A: 40

SECTION B

Answer any THREE of the four questions in SECTION B.

QUESTION 2

2.1
- Goof balls
- Red devils
- Yellow jackets
- Blue angels
- Purple hearts
- Gorilla pills
- Pink ladies
- Downers
- Sleepers
- Stumblers
- Red dolls
- Tootsies
- Barbs
- Mexican yellows
- Rainbows

(Students should know the first 4 listed, but also accept any other 3) (3 × 1) (3)

2.2
- Genetics
- Age of first alcoholic drink
- Easy access
- Stress
- Peer drinking
- Low self-esteem
- Depression
- How the body metabolises alcohol
- Media and advertising portraying alcohol as glamorous (Any 4 × 1) (4)

2.3
- Be pleasant and diplomatic.
- Be aware of the names of patients.
- Patients with an appointment get preference over walk-ins.
- Walk-ins/patients without an appointment need to wait until the doctor can see them.
- Patients requiring quick assistance may be squeezed in between other appointments if possible.
- Do not make patients feel 'squeezed in'.
- The next patient may be sent in if a patient with an appointment is late.
- A late patient may go in if there is still time left.
- Allow approximately 15 minutes in the mornings and afternoons for emergencies.
- Emergencies get preference over waiting patients.
- Be able to adapt to changes in plans when needed.
- Ensure a fast and continuous flow of patients. (Any relevant 8 × 1) (8)

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2.4 The mind and the body are intertwined, what affects the mind is bound to affect the body and emotional stress may manifest in✓ or aggravate✓ inflammation✓ and skin disorders.✓ Stress increases cortisol, which can increase acne.✓ Autoimmune disorders,✓ such as vitiligo,✓ may be triggered✓ by stressful events. Other skin conditions that may manifest or get worse due to emotional stress include hives, psoriasis, eczema and rosacea✓. When emotional stress affects the skin, it is visible✓ to others, unlike when internal organs are affected. This can cause further emotional stress to the individual,✓ with self-esteem being affected, resulting in loss of confidence, etc. (Any relevant 5 × 1) (5)

[20]

QUESTION 3

3.1
- Opium
- Morphine
- Heroin
- Oxycodone
- Codeine

(Students should know these 5, but also accept any other 2) (2 × 1) (2)

3.2
- Friendliness
- Empathy
- Patience
- Tolerance
- Interest
- Confidentiality
- Helpfulness
- Professionalism (Any relevant 5 × 1) (5)

3.3

MOTOR	SENSORY
Paralysis	Blindness
Tremors	Slurred speech
Difficulty swallowing	Deafness
Convulsions	Numbness

(8 × 1) (8)

3.4
- Depression
- Anxiety
- Rage/anger/aggression
- Posttraumatic stress disorder (PTSD)
- Substance abuse
- Compulsive sexual behaviour
- Suicide (Any relevant 5 × 1) (5)

[20]

QUESTION 4

4.1
- Infections
- Congenital syphilis
- Rubella
- Meningitis
- Encephalitis
- Disorders in metabolism and nutritional deficiencies
- Injuries
- Radiation
- Poisoning
- Chromosomal disorders
- Rhesus incompatibility
- Intermarriage
- Environmental factors (Any 7 × 1) (7)

4.2
- Ensure that consulting/waiting/examination rooms are always neat and tidy.
- File reports daily.
- Answer the telephone.
- Make appointments.
- Assist the doctor when he or she requires help.
- Handle patients in the waiting room.
- Capture data.
- Print, fold, and place accounts into envelopes.
- Arrange appointments for medical representatives.
- Answer invitations on behalf of the doctor, after consulting him/her.
- Order stock and stationary.
- Deal with queries relating to accounts, etc.
- Ensure that the doctor is not interrupted unnecessarily while busy with a patient (e.g. by a telephone call that is not urgent).
- Ensure that the atmosphere in the waiting room is pleasant, appropriate, and leaves patients with a good impression.
- Complete work accurately.
- Ensure that bins are emptied regularly and that medical waste is collected.
- Ensure that blood and other samples are properly stored and transported in good time.
- Send out accounts.
- Respond to and send out e-mails. (Any relevant 8 × 1) (8)

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4.3
- Get enough sleep.
- Improve your diet.
- Exercise.
- Meditate.
- Try yoga.
- Breathing exercises.
- Listen to music.
- Write down your thoughts to facilitate processing.
- Reduce caffeine intake.
- Consider helpful herbs, teas and supplements, after consultation with a qualified professional.
- Take time out.
- Practise mindfulness.
- Hug a loved one to release oxytocin and lower cortisol.
- Spend time with a pet.
- Spend time with friends and family.
- Talk to a family member, friend, or someone you trust if you feel overwhelmed.
- Obtain professional help if needed. (Any relevant 5 × 1) (5)

[20]

QUESTION 5

5.1
- Fast heart rate
- Palpitations
- Nausea
- Shaking/tremor
- Sweating
- Dry mouth
- Chest pain
- Headaches
- Stomach cramps
- Increased breathing rate (Any 7 × 1) (7)

5.2
- Keep prescription pads safe.
- Take care of keys and keep them in a safe place.
- Notify the doctor if keys are missing or lost and ensure that locks are replaced.
- Ensure that medication is secure and not accessible to patients.
- Ensure that cash is not visible and is kept in a safe place.
- Be familiar with steps to take in an emergency situation.
- Have an evacuation plan.
- Keep emergency telephone numbers on hand.
- A fire extinguisher should be accessible.
- Be aware of the right to refuse entry to the practice if needed.
- Know the location of panic buttons. (Any relevant 8 × 1) (8)

5.3
- Do not be intimidated.
- Be assertive and report any harassment or bullying.
- Stay calm when dealing with the person.
- Do not believe their stories to avoid being manipulated.
- Work on building your reputation and relationships with others in the workplace.
- Avoid the person if possible. (Any relevant 5 × 1) (5)

[20]

TOTAL SECTION B: 60
GRAND TOTAL: 100

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