

The
Management
University
of Africa



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CERTIFICATE UNIVERSITY EXAMINATIONS

SCHOOL OF ARTS, HUMANITIES, DEVELOPMENT

STUDIES AND SOCIAL SCIENCES (SADS)

**CERTIFICATE IN COMMUNITY HEALTH AND
DEVELOPMENT**

CHD 101: HEALTH RECORDS SYSTEMS

DATE: 30TH JULY 2026

DURATION: 2 HOURS

MAXIMUM MARKS:

70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.

7. Write all your answers in the Examination answer booklet provided

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

Kenyatta National Hospital (KNH), the largest referral hospital in East Africa, recently invested in a multi-million-shilling Electronic Health Records (EHR) system to replace its years of old paper-based filing system. The project was launched after patients and doctors repeatedly complained of lost files, duplication of tests, and long delays in accessing patient histories.

However, since implementation, the hospital has faced serious challenges. Many senior staff members are uncomfortable using computers and continue to keep handwritten notes, leading to inconsistencies between the EHR and manual paper records. Some patients have also raised concerns about data security, after a rumor spread that unauthorized staff accessed confidential Gonorrhea and Syphilis patient files. The ICT team insists that the system is secure, but frontline staff are skeptical about it.

Additionally, some hospital departments, such as Radiology and Pharmacy, are fully digitized, while others like Maternity and Casualty still rely heavily on paper. This has caused confusion, duplication of records, and mistrust among staff and patients.

As a consultant, you have been invited by the hospital board to advise on the situation.

Required:

- a) Discuss the potential benefits of moving from paper-based to electronic health records in the Kenyan healthcare context.
(10 marks)
- b) Explain three common challenges KNH is facing in implementing the new EHR system.
(10 marks)
- c) Propose practical strategies KNH can adopt to ensure a smooth transition and long-term sustainability of the system.
(10 marks)

QUESTION TWO

- a) Define a health record and state its key components.
(3 marks)
- b) Explain the uses of medical records to patients and healthcare providers in Kenya.
(4 marks)
- c) Give examples of three Kenyan agencies that rely on health records for public health planning.
(3 marks)

QUESTION THREE

- a) Differentiate between electronic and manual health records.
(3 marks)
- b) Assess best practices for record keeping in a county hospital.
(4 marks)
- c) Discuss the legal importance of accurate record keeping in a Kenyan court of law.
(3 marks)

QUESTION FOUR

- a) Explain the concept of mail management in hospital record systems.
(3 marks)
- b) Elaborate the importance of record retention and scheduling in Kenyan health facilities.
(4 marks)
- c) Using an example from a Kenyan county hospital, explain how poor mail management affects service delivery.
(3 marks)

QUESTION FIVE

- a) Define disposition of records.
(2 marks)
- b) Describe two methods of destroying health records in Kenya. **(4 marks)**
- c) Discuss the importance of archiving records in referral hospitals. **(4 marks)**

QUESTION SIX

- a) What is a health policy?
(2 marks)
- b) Describe three important factors in developing sound health record policies in Kenya.
(6 marks)
- c) Briefly explain why security of health records is crucial in policy formulation.
(2 marks)