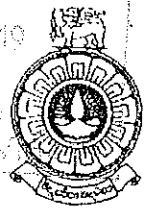


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THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF PHARMACY
ACADEMIC YEAR 2018/2019 – SEMESTER II

08 NOV 2019
LEAD GROUP
EXAMINATION DIV



BACHELOR OF PHARMACY HONOURS
FMU3205 – HEALTH COMMUNICATION– LEVEL 3
FINAL EXAMINATION
DURATION: TWO HOURS

DATE: 8TH NOVEMBER 2019

TIME: 2.00 P.M. – 4.00 P.M.

Part B – Short Answer Questions (20 marks)

1.

1.1 Write the key difference between inductive and deductive order of writing. (06 marks)

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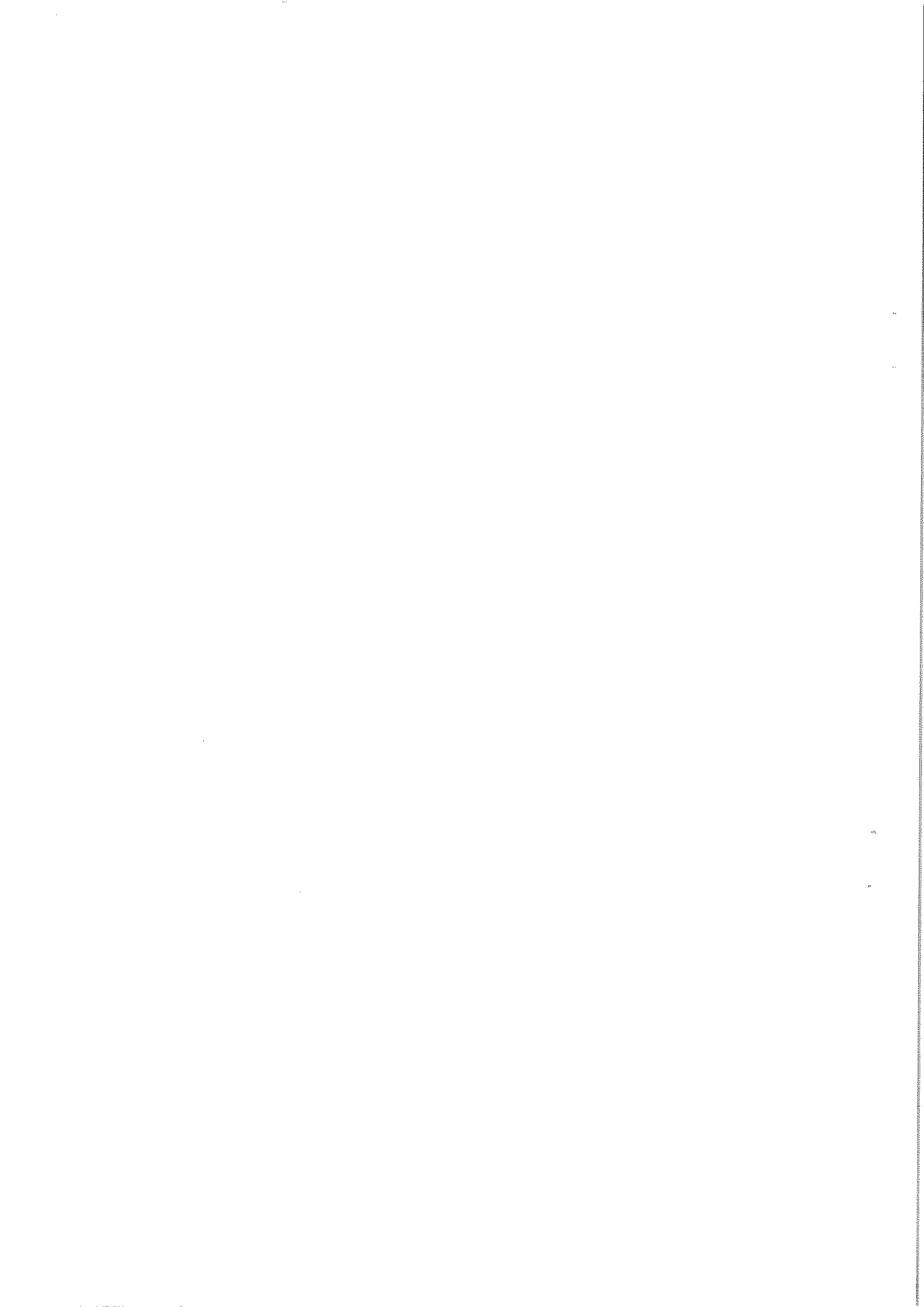
1.2 Write five (05) characteristics of a good report (05 marks)

1
2
3
4
5

2.

2.1 List four (04) factors you would consider when selecting an ideal place for communication. (04 marks)

1
2
3
4



Index No.....

2.2 Write five (05) characteristics of a good listener. (05 marks)

- 1
- 2
- 3
- 4
- 5

Index No.....

Part C – 02 Structured Essay Questions - 60 marks

1. Answer all parts.

- 1.1. In effective listening, it is said to “separate the person from the idea”. Comment on this statement. (05 marks)
- 1.2. Briefly describe the typical intentions of pseudo-listening. (15 marks)
- 1.3. Briefly explain how you, as a healthcare professional, would effectively communicate with a patient with speech and hearing defects. (10 marks)

2. Answer all parts.

- 2.1. Briefly explain the barriers to maintaining effective relationships between health care professionals. (15 marks)
- 2.2. Briefly discuss how the inter-professional relationships can be improved in health care settings. (15 marks)