



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



BACHELOR OF PHARMACY HONOURS
NSD1105 – 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 (10 marks)

1.

1.1 Write the key difference between inductive and deductive order of writing. (03 marks)

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1.2 Write five (05) characteristics of a good report (02.5 marks)

1

2

3.....

4

5.

2.

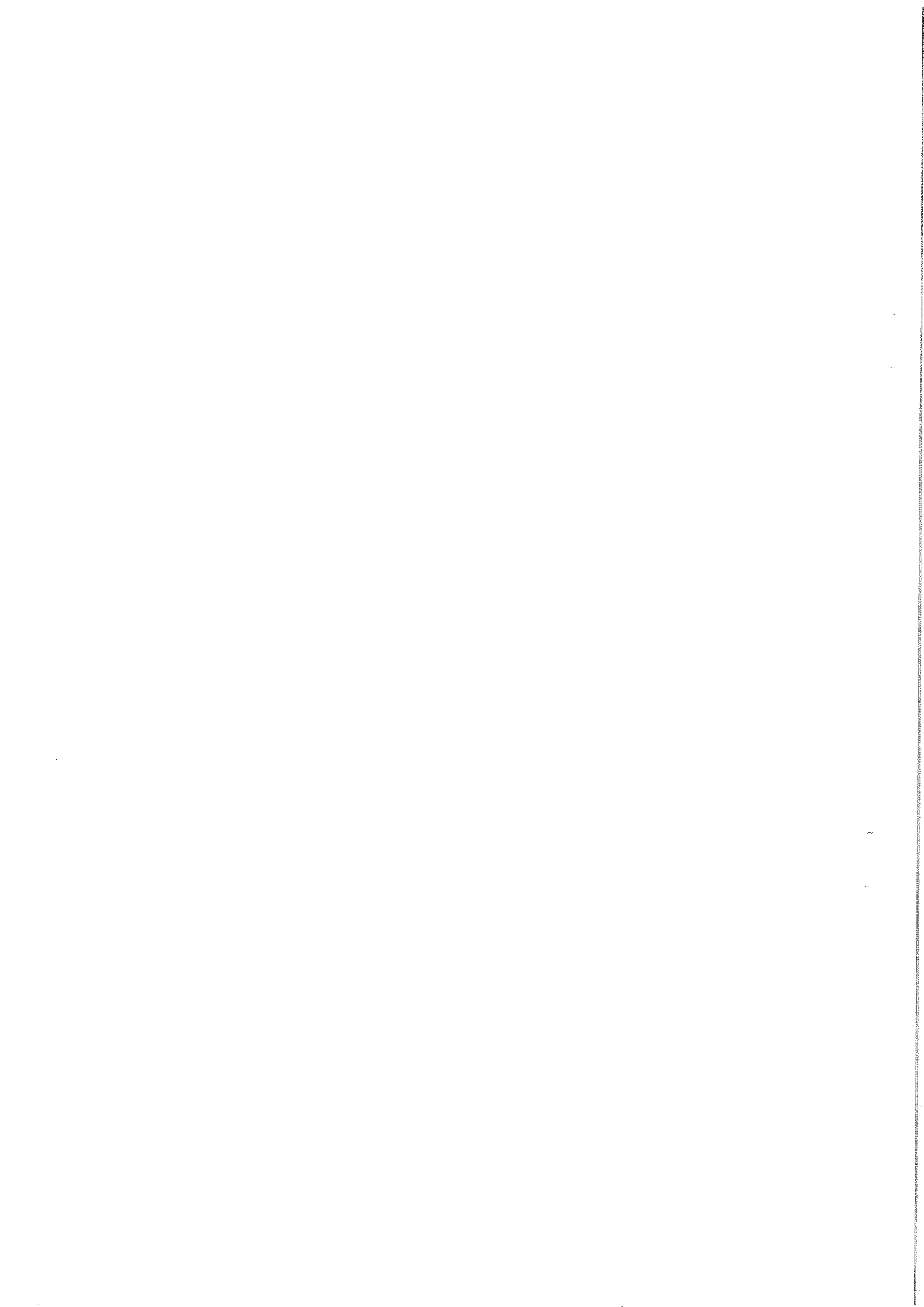
2.1 List four (04) factors you would consider when selecting an ideal place for communication. (02 marks)

1.....

2.....

3.....

4.....



Index No.....

2.2 Write five (05) characteristics of a good listener. (02.5 marks)

- 1
- 2
- 3.....
- 4
- 5

Index No.....

Part C – 02 Structured Essay Questions - 30 marks

1. Answer all parts.

- 1.1. In effective listening, it is said to “separate the person from the idea”. Comment on this statement. (04 marks)
- 1.2. Briefly describe the typical intentions of pseudo-listening. (06 marks)
- 1.3. Briefly explain how you, as a healthcare professional, would effectively communicate with a patient with speech and hearing defects. (05 marks)

2. Answer all parts.

- 2.1. Briefly explain the barriers to maintaining effective relationships between health care professionals. (08 marks)
- 2.2. Briefly discuss how the inter-professional relationships can be improved in health care settings. (07 marks)