

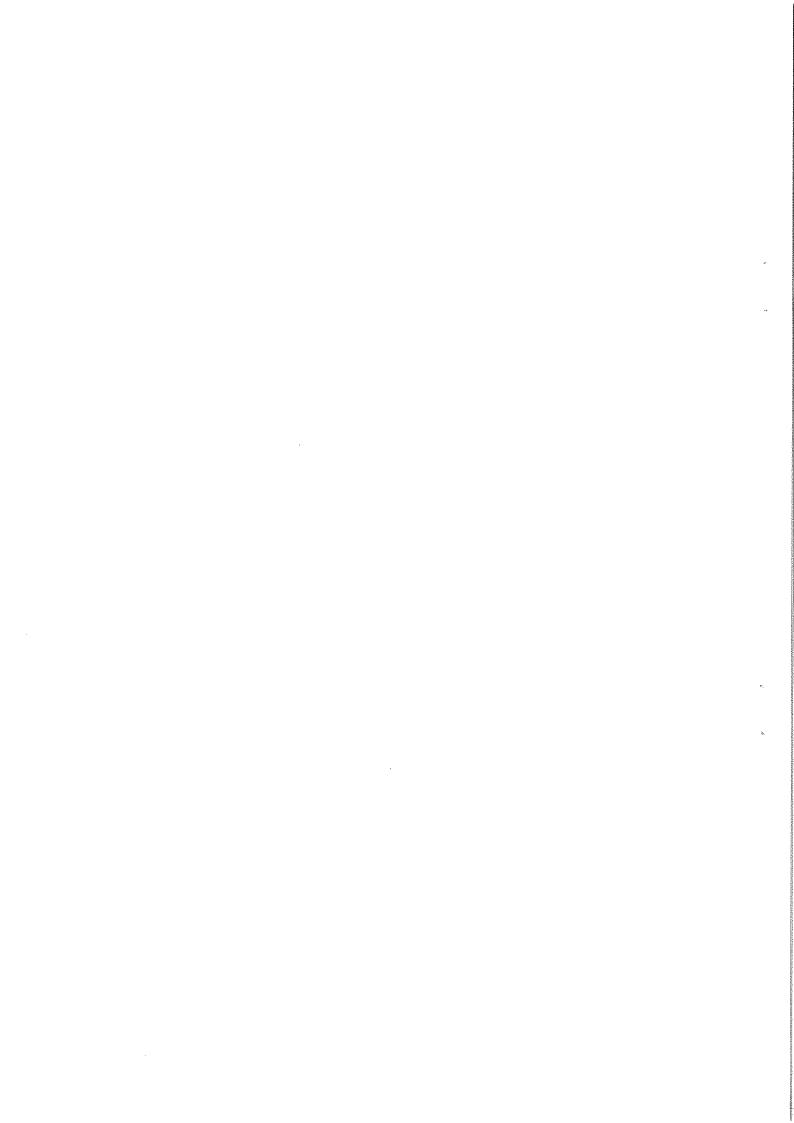
THE OPEN UNIVERSITY OF SRI LANKA FACULTY OF HEALTH SCIENCES DEPARTMENT OF MEDICAL LABORATORY SCIENCES ACADEMIC YEAR 2018/2019 – SEMESTER II



BACHELOR OF MEDICAL LABORATORY SCIENCES HONOURS

MDU3207 – HEALTH COMMUNICATION – LEVEL 3
FINAL EXAMINATION
DURATION: TWO HOURS

DATE: 8 TH NOVEMBER 2019	TIME: 2.00 P.M. – 4.00 P.M.
Part B – Short Answer Questions (20 marks)	Index No
1. 1.1 Write the key difference between inductive a	and deductive order of writing. (06 marks)
1.2 Write five (05) characteristics of a good repo	rt (05 marks)
1	
2	
3	
4	
5	
	·
 2.1 List four (04) factors you would consider communication. 	r when selecting an ideal place for (04 marks)
I	
2	
3	



Index No.....

2.2	2 Write five (05) characteristics of a good listener.	(05 marks)
	I	
	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)