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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<sup>TH</sup> NOVEMBER 2019

TIME: 2.00 P.M. – 4.00 P.M.

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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.....



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

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

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**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)