

**BACHELOR OF PHARMACY HONOURS**  
**FMU3205 – HEALTH COMMUNICATION– LEVEL 3**  
**FINAL EXAMINATION**  
**DURATION: TWO (02) HOURS**

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**DATE: 07<sup>TH</sup> OCTOBER 2022**

**TIME: 2.00 P.M. – 4.00 P.M**

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**Part B – Short Answer Questions (20 marks)**

1.

1.1 Define the term 'Empathy'.

(02 marks)

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1.2 List the eight (08) elements of the communication process.

(04 marks)

1.....

2.....

3.....

4.....

5.....

6.....

7.....

8.....

1.3 List four (04) strategies that can be used when communicating with patients.

(04 marks)

1.....

2.....

3.....

4.....



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2.

2.1 What do you mean by 'documentation' in health care? (02 marks)

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2.2 List the four (04) different types of reports. (02 marks)

1.....  
2.....  
3.....  
4.....

2.3 List four (04) guidelines for effective listening. (04 marks)

1.....  
2.....  
3.....  
4.....

2.4 Give two (02) examples of 'gestures'. (02 marks)

1.....  
2.....

**Part C – Structured Essay Question (60 Marks)**

1.

- 1.1. List three (03) communication variables in healthcare practice. (03 marks)
- 1.2. Describe four (04) phases in a healthcare professional-patient relationship. (20 marks)
- 1.3. Define the term “role stress” and explain how “effective communication” is important to reduce the “role stress”. (07 marks)

2.

- 2.1. List the essential traits of a mass audience. (03 marks)
- 2.2. List the communication types and explain the characteristics of each type. (20 marks)
- 2.3. Briefly discuss which type of information should be included and excluded in documentation in a healthcare setting. (07 marks)