

THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF MEDICAL LABORATORY SCIENCES
THE ACADEMIC YEAR 2020/2021 – SEMESTER II



BACHELOR OF MEDICAL LABORATORY SCIENCES HONOURS
MDU3207 – HEALTH COMMUNICATION– LEVEL 3
FINAL EXAMINATION

DURATION: 02 HOURS

DATE: 07th OCTOBER 2022

TIME: 2.00 P.M. – 4.00 P.M

Part B – Short Answer Questions (20 marks)

1.

1.1 Define the term 'Empathy'. (02 marks)

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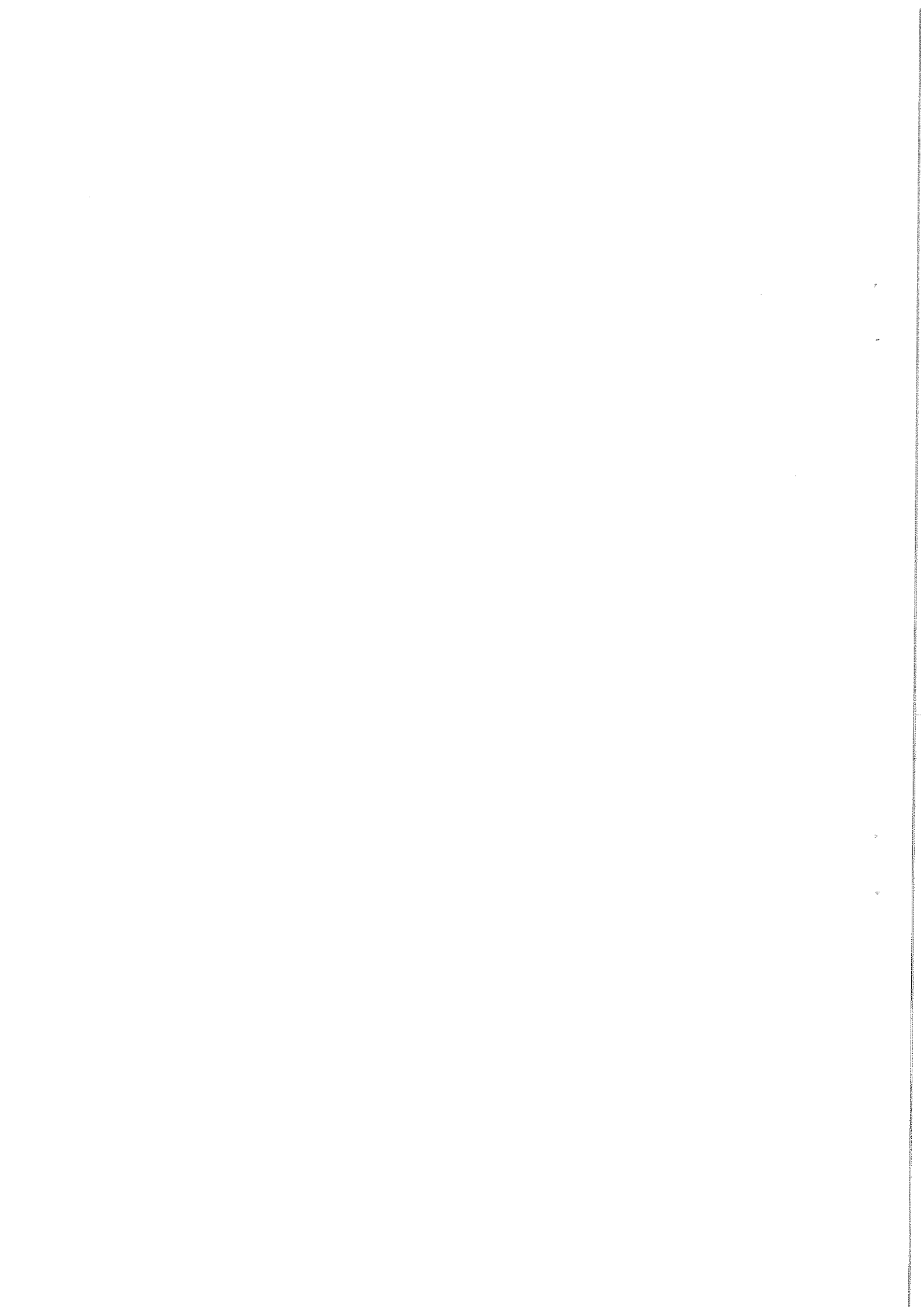
1.2 List the eight (08) elements of the communication process. (04 marks)

I.
II.
III.
IV.
V.
VI.
VII.
VIII.

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

I.
II.
III.
IV.

(TOTAL 10 MARKS)



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)

I.
II.
III.
IV.

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

I.
II.
III.
IV.

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

I.
II.

(TOTAL 10 MARKS)

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)

(TOTAL 30 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)

(TOTAL 30 MARKS)