

THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF MEDICAL LABORATORY SCIENCES
ACADEMIC YEAR 2023/2024 – SEMESTER II



BACHELOR OF MEDICAL LABORATORY SCIENCES HONOURS
MDU3207 - HEALTH COMMUNICATION
FINAL EXAMINATION
DURATION: TWO (02) HOURS

DATE: 1st NOVEMBER 2024

TIME: 02.00 PM – 4.00 PM

INDEX NO:

Part B - Short Answer Questions (20 Marks)

1. Write a brief description of 'active-listening' and 'listening with openness' when maintaining therapeutic communication with clients.

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(10 Marks)

- 2.
- 2.1 Write four (04) key requisites that pharmacists/ medical laboratory technologists (MLT) should have to maintain a good pharmacist/ MLT-patient relationship.

I.....

II.....

- III.....
 IV.....
 (04 Marks)

2.2 Provide six (06) characteristics of a good pharmacist/ MLT-patient relationship.

- I.....
 II.....
 III.....
 IV.....
 V.....
 VI.....
 (06 Marks)

Part C – Structured Essay Questions (60 Marks)

1. In the field of healthcare, professionals frequently engage in conversations for various official purposes.
 - 1.1 Briefly describe conversation. (05 Marks)
 - 1.2 State four (04) types of conversation. (04 Marks)
 - 1.3 State eight (08) important measures that should be considered during a conversation. (16 Marks)
 - 1.4 Mention five (05) conversation techniques you use to make your conversations successful. (05 Marks)
2. People use non-verbal communication to give a more meaning to their verbal communication
 - 2.1 Briefly explain non-verbal communication in the space provided. (05 marks)
 - 2.2 State four (04) key physical characteristics of the communicator that aid in understanding the message. (08 Marks)
 - 2.3 Briefly explain the term “paralanguage” used in nonverbal communication. (05 Marks)
 - 2.4 Briefly discuss the importance of nonverbal communication when dealing with clients as a pharmacist/ medical laboratory technologist. (12 Marks)