

THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF PHARMACY
THE ACADEMIC YEAR 2022/2023 – SEMESTER II



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

DATE: 15TH SEPTEMBER 2023

TIME: 2.00 P.M. – 4.00 P.M

Part B – Short Answer Questions (20 marks)

1.

1.1 Define the term 'communication'. (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) steps for effective listening. (04 marks)

- i.
- ii.
- iii.
- iv.

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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) facts that should be included in a patient-related documenting. (04 marks)

- i.
- ii.
- iii.
- iv.

2.3 List four (04) strategies that you can use as a pharmacist to motivate patients to express their thoughts and feelings. (04 marks)

- i.
- ii.
- iii.
- iv.

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Part C – Structured Essay Questions (60 Marks)

1.

- 1.1. List four (04) communication variables in healthcare practice. (02 marks)
- 1.2. Briefly explain two (02) of the above-mentioned variables. (08 marks)
- 1.3. Describe four (04) phases in a healthcare professional-patient relationship. (20 marks)

2.

- 2.1. List four (04) different types of communication. (02 marks)
- 2.2. Briefly explain two (02) of the above-mentioned types of communication. (08 marks)
- 2.3. Write short notes on selected two (02) given topics. (20 marks)
 - a. Levels of communication
 - b. Symbols in communication
 - c. Role stress and effective communication
 - d. Human survival and communication