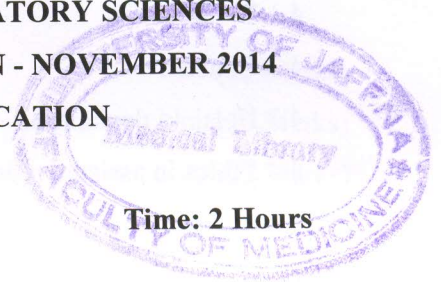


UNIVERSITY OF JAFFNA, SRI LANKA
BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCES
SECOND YEAR FIRST SEMESTER EXAMINATION - NOVEMBER 2014
MLSEC 2101 ETHICS AND COMMUNICATION



Date: 03.12.2014

Time: 2 Hours

ANSWER ALL EIGHT QUESTIONS

ANSWER EACH PART IN SEPARATE ANSWER BOOK

PART A

1. A 65-years-old woman with metastatic carcinoma was admitted to the hospital with a gastrointestinal bleed. She had prior radiation therapy which controlled the growth of the tumor; however now and it has penetrated her colon. The physicians have not been able to stop the bleeding and she currently requires 6-8 units of blood/day. She is not ready to give up and wishes to continue with the transfusions indefinitely.
 - 1.1. Is it ethical to continue to provide her with this large quantity of blood?
Discuss your answers according to the ethical principles. (50 marks)
 - 1.2. What options should the patient and family be given? Briefly discuss with reasons (50 marks)

2. At the HIV rapid testing site, you discover that you just run out of the buffer for Test A of the algorithm. Rather than denying testing to clients, you decide to go ahead and perform Test A using the buffer from kits of Test B.
 - 2.1. List the ethical issues here? (25 marks)
 - 2.2. Briefly discuss the right thing to do (35 marks)
 - 2.3. Discuss the consequences if you don't do the right thing? (40 marks)

3. Discuss the ethical problems in different phases of the laboratory process
 - 3.1. Specimen collection (25 marks)
 - 3.2. Sample storage (25 marks)
 - 3.3. Result analysis and verification (25 marks)
 - 3.4. Reporting results (25 marks)

4. Write short notes on
- 4.1. Bioethics (25 marks)
 - 4.2. Consent (25 marks)
 - 4.3. Helsinki declaration (25 marks)
 - 4.4. Ethics in assisted reproductive technique (25 marks)

PART B

5. "The right messages need to be passed, via the right channels and using the most appropriate media"
- 5.1 Define the term "Communication" (20 Marks)
 - 5.2 List out the differences between Upward and downward flows of communication. (40 Marks)
 - 5.3 When is written communication preferred than verbal communication in an organizational communication process? (40 Marks)
6. "A skilled communicator must be aware of the barriers and try to reduce their impact by continually checking and offering appropriate feedback"
- 6.1 List out the barriers to effective communication. (40 Marks)
 - 6.2 What are the ways in which an organization can overcome the barriers?(40Marks)
 - 6.3 Differentiate the term verbal communication from non-verbal communication. (20 Marks)
7. "Conflict management plays an important role everywhere, at work places and even in our personal lives"
- 7.1 What is meant by the term "conflict"? (20 Marks)
 - 7.2 List out the causes of conflict and the symptoms of conflict in the workplace. (40 Marks)
 - 7.3 Discuss the different strategies that a manager could use to manage the conflict in the organization? (40 Marks)

8. Write the short notes on followings

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|---|------------|
| 8.1 Constructive & Destructive conflict | (25 Marks) |
| 8.2 Conciseness & clarity | (25 Marks) |
| 8.3 Noise & Feedback | (25 Marks) |
| 8.4 Vertical & Horizontal conflict | (25 Marks) |

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