

UNIVERSITY OF JAFFNA, SRILANKA
BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCES
SECOND YEAR FIRST SEMESTER EXAMINATION- FEBRUARY 2017

MLSEC 2101 ETHICS AND COMMUNICATION

Date: 07.02.2017

Time: 02 Hours

ANSWER ALL EIGHT QUESTIONS.

ANSWER PARTS A AND B IN SEPARATE ANSWER BOOKS

PART A

1. Mrs. G is a good friend of Mrs. H who is a medical laboratory technician and cousin of her husband. Mrs. G recently got painful ulcerative lesion on her genitalia. She contacted Mrs.H to carry out a test for her illness. The free serological test showed she was positive for syphilis. Beyond the professional obligation to inform Mrs. G of the nature of the diagnosis and advise her on the required medical course of action, Mrs. H found herself contemplating whether or not she owes it to her cousin to inform him of the likely infidelity of his wife.
 - 1.1. List the ethical principles violated in this case (30 marks)
 - 1.2. Briefly describe the possible consequences of the case (30 marks)
 - 1.3. As the medical laboratory technician, how will you handle the situation.(40 marks)

2. Describe the ethical principles to be followed by a medical laboratory technician in the following situations.
 - 2.1.Access of laboratory private information by unauthorized person (25 marks)
 - 2.2.Proper samples are not available for the analysis (25 marks)
 - 2.3.Shortage of reagents at the laboratory (25 marks)
 - 2.4.Misconduct of colleague in the laboratory (25 marks)

3. Briefly describe the good ethical laboratory practices should be carried out in different level of laboratory management
 - 3.1.Maintaining laboratory equipment (25 marks)
 - 3.2.Laboratory safety (25 marks)
 - 3.3.Laboratory quality control (25 marks)
 - 3.4.Training of staffs (25 marks)

4. Write short notes on
 - 4.1.Code of conduct (25 marks)
 - 4.2.Conflict of interest (25 marks)
 - 4.3.Research ethics (25 marks)
 - 4.4.Autonomy (25 marks)

PART B

5.
 - 5.1 Briefly explain the communication process. (70 Marks)
 - 5.2 Briefly explain the five types of communication flow in an organization. (30 Marks)

6.
 - 6.1 Briefly describe cultural barriers of communication and the ways these barriers can be overcome. (60 marks)
 - 6.2 Compare and contrast assertive and aggressive communication styles (40 marks)

7.
 - 7.1 What is conflict? (20 Marks)
 - 7.2 Discuss the five interpersonal conflict handling intentions/styles (80 Marks)

8. Write the short notes **on the** followings
 - 8.1 Passive communication (25 Marks)
 - 8,2 Organizational socialization (25 Marks)
 - 8.3 Negotiation process (25 Marks)
 - 8.4 Conflict management (25 Marks)