

UNIVERSITY OF JAFFNA, SRI LANKA
SECOND YEAR FIRST SEMSTER EXAMINATION IN
B.Sc. (HONS) IN MEDICAL LABORATORY SCIENCES- 2019
MLSEC 2112 ETHICS AND COMMUNICATION



Date: 15.11.2021

Time: 02 Hours

ANSWER ALL EIGHT QUESTIONS.

ANSWER PARTS A AND B IN SEPARATE ANSWER BOOKS

PART A

1

1.1 "A wrong result is worse than no result"

Comment on the above statement as an ethical Medical Laboratory Technologist with relevant examples.

(50 Marks)

1.2 Write short notes on the following,

1.2.1 Informed consent

(25 Marks)

1.2.2 Justice in dealing a biological sample of a patient

(25 Marks)

2.

2.1 State the importance of ethics in laboratory medicine.

(25 Marks)

2.2 Briefly explain the ethical principles involved in the post-analytical phase of laboratory testing with relevant examples

(50 Marks)

2.3 List the mandatory elements of a clinical laboratory report.

(25 Marks)

3. You are the in-charge Medical Laboratory Technologist of the molecular laboratory performing PCR testing in a district general hospital. During the Covid-19 pandemics, you notice that the laboratory resources are tight. One day a nursing staff of your hospital brings a nasal swab sample of his relative and verbally requests you to test the sample for Covid-19. You notice that the sample is unlabeled and without a requisition form. You are in a dilemma to accept or reject the sample.

3.1 List the persons involved in this scenario.

(15 Marks)

3.2 List the issues encountered here.

(20 Marks)

3.3 Briefly explain the ethical principles involved in handling this situation.

(35 Marks)

3.4 Discuss the possible actions that could be taken to handle the issues in a proper manner mentioned in 3.2

(30 Marks)

4. Naveen the MLT working in a chemical pathology laboratory in a government healthcare institution. At the end of his working shift on a public holiday, he receives a Cerebrospinal Fluid (CSF) sample for analysis from ICU of a suspected meningitis patient. He analyzed the sample, found the results are within normal range and released the report. After releasing the report, he

realized that he has forgotten to include the quality control samples to validate the test results. As it has passed his working time, Naveen is in a dilemma to do the right action.

- 4.1 List the ethical issues encountered here. (25 Marks)
- 4.2 Briefly explain the ethical principles involved in handling this situation. (30 Marks)
- 4.3 Briefly discuss the possible actions that can be taken to solve the above issue. (30 Marks)
- 4.4 List the good laboratory practices needs to be followed to avoid these issues in future. (15 Marks)

PART B

5

- 5.1 "Communication is the live blood of every organization"
Do you agree with this statement? Explain (20 Marks)
- 5.2 Differentiate the following terms with example.
 - 5.2.1 Intended and interpreted message
 - 5.2.2 Internal and external communication (30 Marks)
- 5.3 "The director of the Jaffna Teaching Hospital is sending a letter via e -mail to the Senior Medical Laboratory Technician of blood section regards with the equipment allocation".
Based on the above statement, explain the elements of communication process. (50 Marks)

6.

- 6.1 Why specimen report from the medical laboratory of any Hospital should be in written format. Discuss. (35 Marks)
- 6.2 List out the forms of on nonverbal communication which is possible to use in an organization. (30 Marks)
- 6.3 Discuss the advantages of verbal communication in todays' organizations. (35 Marks)

7.

- 7.1 Define the term negotiation. (20 Marks)
- 7.2 List out the characteristics of a good negotiator. (30 Marks)
- 7.3 Explain the steps in the negotiation process. (50 Marks)

8.

- 8.1 "It is believed that conflict is harmful and must be avoided."
Analyze this statement by considering the three views of conflict (30 Marks)
- 8.2 Define the following terms with examples.
 - 8.2.1 Inter group conflict
 - 8.2.2 Intra group conflict
 - 8.2.3 Functional Conflict (30 Marks)

8.3 There is a conflict between junior and senior medical laboratory technicians regards with the number of blood specimen allocation for a day to carry out experiment. Explain how the conflict between them affect the performance of that unit. (40 Marks)