

UNIVERSITY OF JAFFNA, SRI LANKA  
FACULTY OF ALLIED HEALTH SCIENCES  
SECOND YEAR SECOND SEMESTER EXAMINATION IN BScHons (MLS)-2020  
MLSEC 2211 ETHICS AND COMMUNICATION



Date: 13.01.2023

Time: 1 hour

**ANSWER ALL FOUR QUESTIONS.**

**ANSWER PART A AND PART B IN SEPARATE ANSWER BOOKS**

**PART A**

1.
  - 1.1 Write short notes on the following,
    - 1.1.1. Informed consent (25 Marks)
    - 1.1.2 Justice in ethics (15 Marks)
  - 1.2 List out five (05) ethical obligations that should be followed by the Medical Laboratory Technologist (10 Marks)
  - 1.3 Briefly describe the ethical principles involved in the pre-analytical phase of the laboratory testing with relevant examples (50Marks)

2. Mr. K, the MLT working in a chemical pathology laboratory in a government healthcare institution. At the end of his working time, he receives a pericardial fluid sample for microscopic analysis and protein and glucose estimation from a suspected pericarditis patient. He found that the reagents expired last week. Since the resources are limited due to the economic crisis in the country, he doesn't want to waste the reagents. Therefore, he has done the protein and glucose estimation with that reagent. And he did the microscope analysis only one time. He found that the results are within the normal range and he released the report. After releasing the report, he realized that he had forgotten to include the quality control samples to validate the test results. As it has passed his working time, Mr. K, is in a dilemma to resolve this error.

- 2.1 List six (06) ethical issues encountered here. (30 Marks)
- 2.2 Briefly explain the ethical principles involved in handling this situation (20 Marks)
- 2.3 List six (06) possible actions that can be taken to solve the above issue (30 Marks)
- 2.4 Briefly discuss the good laboratory practices that need to be followed to avoid one (01) of the issues mentioned in 2.1. (20 Marks)

### **PART B**

- 3.
- 3.1 What do you mean by the term "Communication"? (20 Marks)
- 3.2 Describe the communication process with example. (30 Marks)
- 3.3 Explain the barriers for effective communication. (20 Marks)
- 3.4 "Medical Laboratory test results should always be communicated in written format." Do you agree with this statement. Comment. (30 Marks)
- 4.
- 4.1 Explain the levels of conflict in an organization with examples (20 Marks)
- 4.2 List out the consequences of conflict in an organization. (30 Marks)
- 4.3 "Conflict stems from a variety of causes." Comment. (20 Marks)
- 4.4 Elaborate the skills that a manager should possess to deal with conflict in an organization. (30 Marks)

