

UNIVERSITY OF JAFFNA, SRI LANKA
FACULTY OF ALLIED HEALTH SCIENCES
SECONDYEAR SECOND SEMESTER EXAMINATION IN BSc. Hons(MLS)2021
MLSEC 2211 ETHICS AND COMMUNICATION



Date: 07.08.2023

Time: 1 hour

Part A

1.

- 1.1 List five (05) mandatory elements of a clinical laboratory report (20 Marks)
- 1.2 List the main steps involved in pre-analytical, analytical, and post-analytical phases in a laboratory (20 Marks)
- 1.3 Briefly explain the ethical principles in post-analytical phase of laboratory testing with relevant examples (40 Marks)
- 1.4 Briefly describe the steps of the ethical model could be adopted to handle the ethical dilemma in the laboratory (20 Marks)

2. Mr.Y is the in-charge Medical Laboratory Technologist of the clinical microbiology laboratory in a district general hospital. During the economic crisis in Sri Lanka, one of the nursing staff of his hospital brings a wound swab sample of his relative without any requisition form and verbally requests him to test the sample for bacterial identification. He notice that the resources are tight too. He is in a dilemma to accept or to reject the sample.

- 2.1 Name the persons involved in this scenario. (15 Marks)
- 2.2 List the ethical issues encountered here. (15 Marks)
- 2.3 Briefly discuss the ethical principles to be considered in handling the situation. (30 Marks)
- 2.4 Discuss the possible actions that could be taken to handle the issues mentioned in 2.2 (40 Marks)

Part B

3.

- 3.1 Provide a comprehensive over view of communication process and its' key elements. (25 Marks)
- 3.2 Briefly explain the factors that badly affect the communication process. (25 Marks)

3.3 Elaborate the guidelines in writing medical laboratory report. (25 Marks)

3.4 List out the non-verbal symbols of communication in the organizations.
(25 Marks)

4.

4.1 Compare and contrast the three views of conflict. (30 Marks)

4.2 Describe five conflict resolution strategies. (30 Marks)

4.3 Clearly explain the positive and negative consequences of conflict with
examples. (40 Marks)