

UNIVERSITY OF JAFFNA, SRI LANKA
FACULTY OF ALLIED HEALTH SCIENCES
SECON YEAR SECOND SEMESTER EXAMINATION IN B.SC. HONS (MLS) 2023
MLSEC 2211 ETHICS AND COMMUNICATION

Date: 11.06.2025

ANSWER ALL FOUR QUESTIONS

ANSWER PART A AND B IN A SEPARATE ANSWER BOOKS

PART A



1.
 - 1.1. The ethics model is an ethical decision-making model designed to help professionals to determine the most ethical course of action.
 - 1.1.1. List **two (2)** models in medical ethics (10 Marks)
 - 1.1.2. Briefly describe each model mentioned in 1.1. with suitable example. (30 Marks)
 - 1.1.3. List the steps of decision-making models in medical ethics. (30 Marks)
 - 1.2. Mr. John is the In-charge Medical Laboratory Technologist (MLT) at the pathology laboratory of a District General Hospital. He has been requested to perform additional laboratory tests received from the OPD laboratory due to the breakdown of a particular analyzer at the OPD laboratory. At the same time, the emergency unit sends a STAT request to pathology laboratory for cardiac enzymes (Troponin I) of a patient suspected of having a myocardial infarction. Processing the STAT test would cause a delay due to the sample overload and limited MLTs in pathology section.
 - 1.2.1. Discuss the ethical issues encountered in the above-mentioned scenario and the potential remedies. (30 Marks)
2. Mr. Rajah, a newly appointed MLT working his first shift in a busy clinical laboratory. Due to an ongoing technical difficulty with the equipment, he faces a critical situation. A physician requests an urgent blood test for a patient suspected of having a serious metabolic disorder. The laboratory equipment is giving inconsistent results, and there is a high risk that the results provided by him could be inaccurate.
 - 2.1. Mention the ethical dilemma he faces in the above scenario. (20 Marks)
 - 2.2. Briefly explain how he would handle the above situation based on the ethical principles. (30 Marks)

2.3. Briefly describe the key obligation of Mr. Rajah as an MLT to handle the above situation in future. (20 Marks)

2.4. Write short notes on "Informed consent". (30 Marks)

PART B

3.

3.1. "Communication is the life blood of every organization". Discuss. (20 Marks)

3.2. Define and differentiate verbal and nonverbal communication with examples.

(20 Marks)

3.3. Explain the communication process with example.

(60 Marks)

4.

4.1. Briefly explain the three views of conflict.

(25 Marks)

4.2. Discuss the relationship between team conflict and performance.

(25 Marks)

4.3. Describe the negotiation process.

(50 Marks)