

UNIVERSITY OF JAFFNA, SRI LANKA
BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCES
SECOND YEAR FIRST SEMESTER EXAMINATION-JULY 2013

MLSEC 2101 ETHICS AND COMMUNICATION

Date: 19.08.2013

Time: 2 Hours

ANSWER ALL EIGHT QUESTIONS

ANSWER EACH PART IN SEPARATE ANSWER BOOK

PART A

- 1.**
 - 1.1. Define the term "Ethics". (30 Marks)
 - 1.2. Briefly describe the important historical milestones of ethics in health care and research. (70 Marks)

- 2.**
 - 2.1. List the Principles of health care ethics. (30 Marks)
 - 2.2. Briefly describe health care ethics with laboratory examples. (70 Marks)

- 3. Discuss, how could you handle the following cases ethically**
 - 3.1. A child from Delft was admitted and is waiting in the cancer ward for blood transfusion. You are not able to finish your task. But staffs at cancer unit are pushing you to finish the task quickly. (50 Marks)
 - 3.2."When the instrument gives warning of an abnormal result, you think it's very important to explore whether the problem is with either the instruments, the sample itself or the patient. (50 Marks)

- 4.**
 - 4.1 List the principles of research ethics. (30Marks)
 - 4.2. Briefly discuss as research laboratory technician how you will apply the research ethics principles in your practice. (70 Marks)

Part B

5. “Experts agree that good communication is one of the keys to being successful in today’s competitive job market”

- a) Define the term “Communication” (25 Marks)
- b) How do you describe the importance of interpersonal Communication? (25 Marks)
- c) Briefly explain the methods of Communication? (50 Marks)

6. “Studying the communication process is important because you coach, coordinate, counsel, evaluate, and supervise throughout this process”

- a) Describe the process of Communication? (50 Marks)
- b) What do you mean by downward flow of communication in an organization? Discuss with an appropriate example. (30 Marks)
- c) Describe the advantages of External communication? (20 Marks)

7. “Effective communication is essential in every sphere of life, be it personal or professional.”

- a) How can you make the “communication” effectively at the workplace? (30 Marks)
- b) List out the advantages of effective communication? (20 Marks)
- c) Describe the barriers to effective communication and suggest the ways to overcome those barriers? (50 Marks)

8. Write short notes on the following:

- a) Conciseness (25 Marks)
- b) Communication Skills (25 Marks)
- c) Business Communication (25 Marks)
- d) Consideration (25 Marks)