

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF MEDICINE

DIVISION OF SOCIAL MEDICAL SCIENCES

BACHELOR OF MEDICINE AND BACHELOR OF SURGERY DEGREE
PART I EXAMINATIONS

(MSM 1201) : LANGUAGE & COMMUNICATION (MSM) 1201

DATE : MAY 2006

TIME : 3 HOURS

Instructions to Candidates

Answer all questions.

SECTION A

1. Describe the following processes:
 - a) communication (2)
 - b) listening. (2)

2. Identify and explain the relationships between verbal and non-verbal communication. (4)

3. Comment on the following:
"I want to sue my doctor for scaring the life out of me." (3)

4. State and describe the different ways of connecting questions. (3)

5. What is the impact of the non-verbal behaviour of the doctor in doctor-patient communication? (4)

6.
 - a) Distinguish empathic listening from passive listening (1)
 - b) Explain the importance of empathic listening (3)

7.
 - a) Identify the communication problems in the following case. (1)

- b) Explain how to solve the problem. (2)
- Patient: I wonder if I will ever get over this weakness in my legs.
- Doctor: If you give up hope you will not get well for sure.
8. The patient has been getting out of bed several times a day to go to the bathroom to smoke a cigarette. Smoking is not allowed on the ward. The patient has not recovered enough from surgery to get out of bed.
- a) Which interpersonal skill do you need to deal with this case? (1)
- b) How do you apply the skill? (5)
9. Illustrate the health professional's limitations when negotiating with patients. (4)
10. Describe how you can communicate effectively with the following:
- a) the 'difficult' patient (4)
- b) children. (4)
11. Identify the emotional stages that are passed through by a patient who is experiencing a life threatening illness. (3)
12. Write brief notes on the following:
- a) breaking bad news (6)
- b) handling emotions. (4)
13. a) Identify the communication problems between doctors and nurses. (1)
- b) Show how to solve these problems? (3)

SECTION B

1. a) What are the purpose(s) of the components of the consultation interview? (5)
- b) Show how you can achieve the purpose(s) at each stage. (15)

2. "Empathic listening is the most invaluable skill in doctor-patient communication." Discuss. (20)

END OF EXAMINATION