

PARUL UNIVERSITY
FACULTY OF ARTS
M.Arts Winter 2019-20 Examination

Semester: 3

Date: 29/11/2019

Subject Code: 15202231

Time: 10.30 am to 1.00 pm

Subject Name: Communication in Paramedical and Pharmacy

Total Marks: 60

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as directed.**(08)****A. Multiple choice type questions. (Each of 0.5 mark)****1. Patients often use.....to describe pain.**

- | | |
|--------------|--------------------|
| a. Metonymy | c. personification |
| b. Metaphors | d. alliteration |

2. Communication uses.....

- | | |
|------------------|-----------------|
| a. Half language | c. Bi-language |
| b. Mono language | d. Paralanguage |

3.is the register of language?

- | | |
|----------|-----------------|
| a. SMS | c. Email |
| b. Talks | d. All of above |

4. The law and ethics of nursing confirm that patients have.....

- | | |
|--------------------------------------|--|
| a. Right to have nurses individually | c. Right to have high quality care and treatment |
| b. Right to have personal care | d. Right to have gender wise nurse. |

5. What is pain?

- | | |
|---------------------------|-----------------|
| a. Metaphors of patients' | c. Radiating |
| b. A natural defense | d. All of above |

6. Who can be the nurse in the hospital?

- | | |
|----------|------------------|
| a. Man | c. Man and woman |
| b. Woman | d. None of these |

7. How many types of touch are there in non-verbal communication?

- | | |
|--------|----------|
| a. One | c. Three |
| b. Two | d. Four |

8. There is leakage whendoes not appear to match the words being spoken.

- | | |
|------------------------------|------------------|
| a. Verbal communication | c. communication |
| b. None-verbal communication | d. None of these |

9. Oncology means.....

- | | |
|------------------------------|-----------------------|
| a. The study of heart attack | c. the study of lungs |
| b. The study of cancer | d. none of these |

10. Closed beds also known as.....

- | | |
|-------------------|-----------------|
| a. Open bed | c. fracture bed |
| b. Unoccupied bed | d. blanket bed |

11. Integumentary system is associated with.....

- | | |
|---------|---------------------|
| a. Hair | c. nails |
| b. Skin | d. all of the above |

12. Which of the following is one of the soft skills?

- | | |
|------------------|------------------|
| a. Leadership | c. Interpersonal |
| b. Communication | d. All of above |

13. Metaphors are used by.....to describe pain.

- | | |
|------------|----------------|
| c. Doctors | c. compounders |
| d. Nurses | d. patients |

14. Therapeutic is one of the types of

- | | |
|--------------|------------------|
| a. touch | c. movement |
| b. gestured. | d. none of these |

15. Personal space refers to the amount of space between people needed to maintain.....

- a. Inter-personal
- b. Intra-personal
- c. personal
- d. all of above

16. The word 'ophthalmic' is concerned with.....

- a. The nose
- b. The eyed. skin
- c. hair

B. Terms/ Short notes/ Case study/ Charts/ Graphs/ Tables, etc. (Each of 01 mark) (07)

1. How many are the types of touch? Which are they?
2. What is none-verbal communication?
3. Define the term 'communication'.
4. Which are the ways of communicating?
5. What is verbal communication?
6. Define the term 'nursing'.
7. Define the term 'code switching'.

Q.2 Answer the following.

- A. Discuss the characteristics of none-verbal communication. (04)
- B. Discuss patient-centered communication in nursing. (04)
- C. Discuss Touch as one of the components of the non-verbal communication. (04)

OR

- C. Discuss briefly Gestures as one of the components of non-verbal communication. (04)

Q.3 Answer the following.

- A. Write a brief note challenges to communication. (05)
- B. Write a case history of the patients who present the following symptoms. Add details to the case to make it a complete history. (05)
Yunush/85 years/male/brought by his son/bouts of memory loss/confusion.
- C. Discuss the significance of non-verbal communication. (05)

OR

- C. Write a case history of the patients who present the following symptoms. Add details to the case to make it a complete history. (05)
Avani/19 years/female/wants to end life/failed in love

Q.4 Answer the following.

- A. Compare and contrast between Verbal and Non Verbal communication among Nurses (Any four point to be mentioned). Explain how these two types of communication are being used by the nurses. (06)
- B. Discus legal and ethical issues and professional approach in the process of communication in detail. (06)
- C. Discus the process of communication in detail. (06)

OR

- C. Prepare a simple community health project protocol for a study on the topic *Prevalence of Obesity* among students. (06)