

PREVIEW QUESTION BANK

Module Name : imb24-mg40 Health Communication-ENG
Exam Date : 18-May-2024 Batch : 09:00-12:00

Sr. No.	Client Question ID	Question Body and Alternatives	Marks	Negative Marks
Objective Question				
1	15481001	<p>Which of the following are types of "Denial"</p> <ol style="list-style-type: none"> 1. shifting of blame 2. absconding 3. refusing to comment 4. ghosting <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
Objective Question				
2	15481002	<p>SMART objectives to communication means</p> <ol style="list-style-type: none"> 1. Special, Meaningful, Attractive, Relevant, Timely 2. Specific, Measurable, Achievable, Relevant, Timely 3. Specific, Measurable, Active, Reachable, Tangible 4. Special, Measurable, Artful, Relevant, Timely <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
Objective Question				
3	15481003	<p>The fourth stage of the communication process involves</p> <ol style="list-style-type: none"> 1. sender determining the medium to convey their message 2. sender sending the message through the chosen channel 3. sender realizing that feedback needs to be considered 4. sender not factoring in the medium/channel to communicate <p>A1 : 1</p>	2.0	0.00

		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question

4	15481004	<p>Richard is planning to meet his friends on a Friday evening. He is eager to share a few updates about his job and personal life with them. What stage of the communication process would you associate with Richard's current status of communication?</p> <ol style="list-style-type: none"> 1. communication process has not started at all 2. communication process is in Stage 1 3. Stage 3 of the communication process is completed 4. Richard is thinking of the feedback 	2.0	0.00
		A1 : 1		
		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question

5	15481005	<p>Which of the following statements is true about communication?</p> <ol style="list-style-type: none"> 1. communication is a one-way exchange of information 2. communication can occur only through language 3. communication in written form is superior to spoken communication 4. communication uses signs and behaviour that are common to both the sender and the receiver(s) 	2.0	0.00
		A1 : 1		
		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question

6	15481006		2.0	0.00
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Read the following conversation. From the options given below, select the statement that describes the conversation rightly.

Patient: Doctor, I have a relative who was suffering from the same medical condition as me. He has now recovered. I heard that his doctor prescribed him Medicine B. Could we also try the same? Medicine-A prescribed to me by you is not helping me, it is also affecting my sleep.

Doctor: Who is the doctor in this room, me or you? Are you telling me that I don't know what medications I should prescribe to my patients? If you are unhappy, then go find a different doctor.

1. The doctor is confident about his ability.
2. The patient lacks the communication skills to carry out a respectful conversation with the doctor.
3. The doctor's tone is paternalistic; he does not welcome feedback from the patient.
4. The patient is non-cooperative.

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

7 15481007

Which of the following statements is true about paternalism?

1. Paternalism provides primacy to the patients.
2. Paternalism empowers the patients.
3. Paternalism promotes collaboration and healthy discussion between the doctor and patient.
4. Paternalism allows doctors to discount and override patient's wishes.

A1 : 1

A2 : 2

A3 : 3

A4 : 4

2.0 0.00

Objective Question

8 15481008

Reena has a sudden drop in her energy levels, which is accompanied by body ache. She decides to see a doctor. Due to her anxiety, Reena feels nervous talking to the doctor in his office. As a result, she is unable to form clear sentences and describe her symptoms.

Identify the communication barrier encountered in this scenario.

1. Ethical barrier
2. Psychological barrier
3. Cultural barrier
4. Third-party barriers

A1 : 1

2.0 0.00

A2 : 2

A3 : 3

A4 : 4

Objective Question

9	15481009	<p>Identify the disadvantages of ignoring non-verbal communication during an interaction</p> <ol style="list-style-type: none"> 1. Missing subtle messages, including micro-gestures 2. Disguised evaluation of the receiver's reaction 3. Understanding subtle messages 4. Enhanced ability to gauge the receiver's interest level <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

10	15481010	<p>Active listeners are considered the most powerful type of listeners because they do not</p> <ol style="list-style-type: none"> 1. capture both facts and feelings 2. listen to understand with bias 3. encourage the speaker by providing verbal feedback 4. interrupt the speaker to share their opinion <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

11	15481011	<p>Which of the following statements about Health Communication is true?</p> <ol style="list-style-type: none"> 1. Communication inside a hospital is no different than the communication that happens outside the hospital. 2. Communication inside a hospital is very different than the communication that happens outside the hospital. 3. Communication that is confined to health issues, strictly between doctor and patient only. 4. Only doctors can participate in health communication. 	2.0	0.00
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		A1 : 1		
		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question

12	15481012	<p>Which of the following styles allows doctors to elicit ample information from patients for proper diagnosis?</p> <ol style="list-style-type: none"> 1. Paternalistic approach 2. Collaborative approach 3. Authoritarian style 4. Surveys and forms 	2.0	0.00
		A1 : 1		
		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question

13	15481013	<p>Which of the following non-verbal communication behaviors is counterproductive in making a patient feel welcome, heard, and understood?</p> <ol style="list-style-type: none"> 1. Head nod 2. Greeting 3. Interrupting 4. Making eye contact 	2.0	0.00
		A1 : 1		
		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question

14	15481014		2.0	0.00
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To exchange information effectively and efficiently during patient encounters, providers must employ _____.
Choose the correct answer.

1. questioning, examining, negotiating, and reporting skills
2. questioning, explaining, negotiating, and listening skills
3. diagnosing, explaining, negotiating, and listening skills
4. questioning, examining, explaining, and listening skills

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

15	15481015	<p>Healthcare providers can mitigate the negative effects of language barriers by?</p> <ol style="list-style-type: none"> 1. using English as the only language 2. speaking the language that the patient is most comfortable communicating in 3. focusing on reading the test reports and prescribing the treatment plan based solely on the reports 4. avoiding eye contact <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

16	15481016	<p>Conventional understanding of gender attaches _____ nature with the female sex and _____ qualities with the male sex. Select the right answer from the following options.</p> <ol style="list-style-type: none"> 1. smart; unintelligent 2. altruistic; aggressive 3. strong; weak 4. weak; strong <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

17	15481017	<p>Identify the practice that leads to effective communication in a hospital setting,</p> <ol style="list-style-type: none"> 1. lack of empathy 2. failure to pick the suitable communication style 3. use of languages that the patient is not fully proficient in 4. patient-centric communication <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

18	15481018	<p>Communication in palliative care involves _____</p> <p>Select the right answer</p> <ol style="list-style-type: none"> 1. healthcare providers only 2. patient, healthcare providers and the patient's family 3. patients only 4. patient's family and doctors only <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

19	15481019	<p>Identify the best practices for better crisis management:</p> <ol style="list-style-type: none"> 1. Integrate crisis communication with public relations 2. Avoid communication with media outlets. 3. Avoid patients with risky health complications 4. Constantly update crisis information on informal networks <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

20	15481020		2.0	0.00
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Which one of the following practices hinders effective listening?

1. Nodding
2. Point scoring
3. Eye contact with the speaker
4. Letting one's emotions show on the face

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

21	15481021	<p>Image Repair Theory is proposed by _____</p> <ol style="list-style-type: none"> 1. Philip Kotler 2. William Benoit 3. Ash Maurya 4. Adam Smith <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

22	15481022	<p>Which of the following changes in a healthcare organization does not call for major Change Management initiatives?</p> <ol style="list-style-type: none"> 1. Merger, and Acquisitions 2. Downsizing 3. New leadership 4. Hiring of new employees <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

23	15481023		2.0	0.00
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What medium should the top-level management use to communicate with the front-line workers for positive outcome?

1. Via social media
2. Direct communication
3. Through news channels
4. Through rumours

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

24 15481024

Effective communication of "change in an organisation" can result in _____

1. rumours
2. rebellion
3. cooperation
4. misunderstanding

A1 : 1

A2 : 2

A3 : 3

A4 : 4

2.0

0.00

Objective Question

25 15481025

A patient from a culture where direct eye contact with authority figures is considered disrespectful comes to see a healthcare provider. The provider notices the patient avoiding eye contact during the consultation. How should the healthcare provider interpret this behaviour?

1. The patient is shy and lacks interest in communication.
2. The patient is demonstrating respect according to their cultural norms.
3. The patient is experiencing discomfort
4. The patient is being rude and should be corrected.

A1 : 1

A2 : 2

A3 : 3

A4 : 4

2.0

0.00

Objective Question

26	15481026	<p>In a hospital undergoing a merger with a larger healthcare chain, employees are feeling uncertain about their roles and the future of the institution. How might this impact communication within the organization?</p> <ol style="list-style-type: none"> 1. Communication channels become more streamlined due to the integration process. 2. Employees may experience anxiety and confusion, leading to ineffective communication. 3. Management communicates changes clearly, minimizing employee concerns. 4. Employees become more motivated to communicate with each other to address uncertainties. <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

27	15481027	<p>Following a change in hospital leadership from a family-run structure to a corporate model, employees experience shifts in communication protocols. How might this change in leadership impact internal communication?</p> <ol style="list-style-type: none"> 1. Communication becomes more informal and flexible under corporate leadership. 2. Staff become more autonomous in decision-making, enhancing communication efficiency. 3. Employees feel disconnected from management, leading to communication breakdowns. 4. The hierarchy becomes more transparent, improving communication flow. <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

28	15481028	<p>A healthcare provider is discussing a child's diagnosis with parents who have been influenced by misinformation from social media. The parents express concerns about the treatment plan based on this misinformation. What approach should the healthcare provider take to address concerns based on misinformation from social media?</p> <ol style="list-style-type: none"> 1. Dismiss the parent's concerns and proceed with the treatment plan. 2. Avoid discussing the treatment plan to prevent further misinformation. 3. Acknowledge the validity of the misinformation to avoid conflict with the parents. 4. Provide scientific information and discuss the credibility of sources to address misinformation. <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

29	15481029	<p>The CEO of a pharmaceutical company communicates about a crisis and the steps taken to address it through media channels and newspapers. What was the primary goal of this communication strategy? What was the primary goal of the CEO's communication strategy through media channels and newspapers?</p> <ol style="list-style-type: none"> 1. To shift blame onto external agencies. 2. To minimize public awareness of the crisis. 3. To inform the public about corrective measures and reassure them of safety. 4. To deny any responsibility for the crisis. <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

30	15481030	<p>Dr. Rao, a healthcare provider in a culturally diverse neighborhood, encounters a patient who speaks a different language. To ensure effective communication, Dr. Rao utilizes visual aids, such as diagrams and illustrations, to explain medical concepts. What is the primary advantage of using visual aids in this scenario? What is the primary advantage of Dr. Rao using visual aids, such as diagrams and illustrations, to communicate with a patient who speaks a different language?</p> <ol style="list-style-type: none"> 1. Visual aids allow Dr. Rao to avoid speaking directly to the patient, saving time during the consultation. 2. Visual aids help overcome language barriers by providing clear and easy-to-understand explanations of medical concepts. 3. Visual aids impress the patient and demonstrate Dr. Rao's expertise in medical science. 4. Using visual aids enables Dr. Rao to charge higher consultation fees, as it enhances the patient's experience. <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

31	15481031	<p>The encounter between the doctor and the patient is marked by discomfort and communication barriers. What could have improved the communication in this situation? What could have improved the communication in the uncomfortable encounter between the doctor and the patient?</p> <ol style="list-style-type: none"> 1. More medical terminology. 2. Increased number of staff in the room. 3. Respecting the patient's privacy and providing a confidential environment. 4. Rapid-fire questioning techniques. <p>A1 : 1</p>	2.0	0.00
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A2 : 2

A3 : 3

A4 : 4

Objective Question

32	15481032	<p>The patient's use of narrative storytelling about her fall and pain aids the provider in gathering more information. What aspect of communication does this illustrate?</p> <ol style="list-style-type: none"> 1. Enhances clarity in medical terminology. 2. Provides cultural references for better understanding. 3. Facilitates interruptions and probing questions. 4. Promotes assertiveness in communication. <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

33	15481033	<p>Which communication strategy is essential for delivering difficult news to patients and their families?</p> <ol style="list-style-type: none"> 1. Using euphemisms to soften the impact of the news 2. Avoiding eye contact to reduce discomfort 3. Demonstrating empathy and compassion 4. Rushing through the conversation to minimize emotional distress <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

34	15481034	<p>What strategies can healthcare providers use to build trust and rapport with patients?</p> <ol style="list-style-type: none"> 1. Being dismissive of patients's concerns 2. Minimizing contact time with patients 3. Demonstrating respect, empathy, and honesty 4. Using medical terminology to assert authority <p>A1 : 1</p> <p>A2 : 2</p>	2.0	0.00
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A3 : 3

A4 : 4

Objective Question

35 15481035

2.0 0.00

Which of the following is not related to effective communication?

1. Active listening
2. Clear and concise language
3. Asserting dominance
4. Empathy and understanding

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

36 15481036

2.0 0.00

Which communication barrier occurs when the sender's message is distorted by emotions, preconceptions, or biases?

1. Semantic barrier
2. Psychological barrier
3. Linguistic barrier
4. Cultural barrier

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

37 15481037

2.0 0.00

Which communication strategy is most effective for addressing rumours and misinformation during a change initiative?

1. Ignoring rumours and hoping they will go away
2. Acknowledging rumours and providing accurate information to clarify
3. Punishing employees who spread rumours
4. Encouraging employees to spread rumours to increase engagement

A1 : 1

A2 : 2

		A3 : 3		
		A4 : 4		

Objective Question

38	15481038	<p>What communication channel is most suitable for delivering timely updates and progress reports during a change initiative?</p> <ol style="list-style-type: none"> 1. Formal written memos 2. Face-to-face meetings 3. Social media platforms 4. Phone calls <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

39	15481039	<p>In the context of crisis communication at a hospital, what is the primary objective of providing regular updates and transparent information to the public and media?</p> <ol style="list-style-type: none"> 1. To maintain confidentiality and prevent the spread of information. 2. To limit communication to immediate family members to avoid speculation. 3. To ensure accurate information dissemination, build trust, and manage public perception. 4. To prioritize internal communication over external communication to avoid distractions. <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

40	15481040	<p>What is a crucial consideration in effective communication between healthcare providers and patients?</p> <ol style="list-style-type: none"> 1. The type of medical equipment used in the facility 2. The socio-economic status of the patient's family 3. The ability of the healthcare provider to speak multiple languages 4. The establishment of trust, empathy, and understanding <p>A1 : 1</p> <p>A2 : 2</p>	2.0	0.00
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A3 : 3

A4 : 4

Objective Question

41	15481041	<p>Which of the following is not an expected outcome of communication between a healthcare provider and a patient?</p> <ol style="list-style-type: none"> 1. To accurately diagnose the patient's condition 2. To alleviate the patient's financial burden 3. To enhance the patient's understanding of their treatment plan 4. To foster a trusting and supportive relationship between the healthcare provider and the patient <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

42	15481042	<p>Which of the following statements accurately reflects the role of shared decision-making in healthcare communication?</p> <ol style="list-style-type: none"> 1. Shared decision-making primarily involves individuals making decisions about treatment options without any input from their healthcare providers. 2. Shared decision-making relies solely on the patient's health literacy and understanding of their condition and treatment options. 3. Shared decision-making involves healthcare providers supporting patients in considering treatment options and expressing their preferences freely, often involving family members in the decision-making process. 4. Shared decision-making is primarily dependent on the healthcare provider's preferences and recommendations, with minimal involvement from patients or their families. <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

43	15481043	<p>In effective patient-provider communication, which of the following is not an important consideration during a patient-provider encounter?</p> <ol style="list-style-type: none"> 1. Respect 2. Preparation 3. Physical Examination 4. Review and Summation <p>A1 : 1</p>	2.0	0.00
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	A2 : 2		
	A3 : 3		
	A4 : 4		

Objective Question

44	15481044	<p>What is the purpose of feedback in communication?</p> <ol style="list-style-type: none"> 1. To dominate the conversation 2. To criticize the speaker 3. To provide validation and understanding 4. To interrupt the speaker <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

45	15481045	<p>Which of the following is not a component of effective communication?</p> <ol style="list-style-type: none"> 1. Active listening 2. Clear and concise language 3. Asserting dominance 4. Empathy and understanding <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

46	15481046	<p>Which of the following is a potential consequence of poor communication in a healthcare setting?</p> <ol style="list-style-type: none"> 1. Increased patient satisfaction 2. Enhanced trust between patients and healthcare providers 3. Misunderstandings leading to medical errors 4. Efficient treatment and diagnosis <p>A1 : 1</p> <p>A2 : 2</p>	2.0	0.00
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A3 : 3

A4 : 4

Objective Question

47	15481047	<p>Which communication skill involves the ability to express one's thoughts and feelings clearly and confidently?</p> <ol style="list-style-type: none"> 1. Active listening 2. Assertiveness 3. Empathy 4. Adaptability <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

48	15481048	<p>What is the significance of building interpersonal relationships in healthcare communication?</p> <ol style="list-style-type: none"> 1. It increases medical procedures 2. It minimizes patient involvement 3. It fosters trust and cooperation 4. It hampers effective communication <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

49	15481049	<p>Which of the following is not considered a barrier to effective communication in healthcare settings?</p> <ol style="list-style-type: none"> 1. Lack of empathy 2. Presence of external distractions 3. Patient's active participation 4. Language barriers <p>A1 : 1</p> <p>A2 : 2</p>	2.0	0.00
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A3 : 3

A4 : 4

Objective Question

50 15481050

2.0 0.00

What type of crisis involves a deliberate attempt to harm an organization out of spite or ill will?

- 1. Natural disaster
- 2. Technological crisis
- 3. Malevolence
- 4. Rumours

A1 : 1

A2 : 2

A3 : 3

A4 : 4