

HCS 200
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OFFICE OF THE DEPUTY PRINCIPAL
ACADEMIC, RESEARCH AND STUDENT AFFAIRS
UNIVERSITY EXAMINATIONS

2018 /2019 ACADEMIC YEAR

SECOND YEAR FIRST SEMESTER REGULAR EXAMINATION

**FOR THE DEGREE OF BACHELOR OF SCIENCE
(MEDICAL PSYCHOLOGY)**

COURSE CODE: HCS 200

COURSE TITLE: HUMAN COMMUNICATION SKILLS

DATE: 20TH DEC, 2018

TIME: 9:00 AM – 12.00 NOON

INSTRUCTION TO CANDIDATES

- SEE INSIDE



THIS PAPER CONSISTS OF 2 PRINTED PAGES

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HCS 200

HCS 200: HUMAN COMMUNICATION SKILLS

BSC MEDICAL PSYCHOLOGY

DURATION: 3 HOURS

INSTRUCTIONS TO CANDIDATES

- i. Answer three questions. Question one is compulsory*
- ii. Do not write on the question paper*

Question One

- a) Children are a vulnerable group in health issues. Describe how you will communicate with a child. (14 marks)
- b) Explain three non-verbal ways that you can use to communicate. (6 marks)
- c) Outline four patient-related barriers to communication. (4 marks)
- d) A client has been brought to the hospital but language barriers are being experienced. An interpreter is brought. Describe how you will work with the interpreter. (6 marks)

Question Two

A patient who was admitted a week ago with pneumonia has been under your care. In the morning, he develops complications and passes on at 9am. The relatives usually visit at 1pm. Explain how you will go about this. (20 marks)

Question Three

A 20-year-old mother of two has come to the family planning clinic seeking to use the injectable option as told to her by her friends in the community. Describe how you will counsel her. (20 marks)

Question Four

In health care, clinical interview is part of everyday activity. Discuss the key elements during the dialogue phase. (20 marks)

Question Five

Some patients present themselves to hospital portraying certain emotions. Describe how you will communicate with:

- i) An angry patient. (10 marks)
- ii) A confused patient. (10 marks)
