1. Mrs Jones is a 78-year old lady who is attending the clinic to which you have been allocated. You have been asked to explain to Mrs Jones that there will be a delay. When you start to explain this to Mrs Jones, she starts to talk to you. Would you:

A. Allow Mrs Jones to talk and think about what you will say about the delay.

B. Listen to what she has to say and tell her there is a delay.

C. Tell her that there is a delay and then go back to your other tasks.

D. Listen to what she has to say, respond the best you can and then explain the delay.

ANSWER: D

2. You are a student in a busy clinic, and you have noticed a man in the waiting area is looking very unwell. You want to bring this to the attention of your supervisor. Which of the following statements demonstrates a ‘direct approach’ to this situation?

A. "Not everyone in the waiting area is looking well."

B. "Do you want me to assist people in the waiting area?"

C. "There is a man over there looking very unwell, should I ask him if he needs help?"

D. "Are you worried about anyone in the waiting area?"

ANSWER: C

3. You are caring for a patient/client and have just explained a procedure that he will undergo. He appears confused. What approach could you use next?

A. Tell the patient/client that it will all be clear once the procedure commences.

B. Try to understand what the problem is by going through the explanation again and check as you go through it.

C. Think that the patient/client will understand once he/she has tried it a few times

D. Ask someone else to explain it to the patient/client.

ANSWER: B

4. You, as a student, are seeing a patient/client who has limited English language. Your supervisor has asked you to explain to him that his first gym visit has been organised for this afternoon. Would you:

A. Write the information on a piece of paper.

B. Introduce yourself to the patient/client, explain why you are there in clear and simple language.

C. Speak to the nurse about the arrangements.

D. As the patient/client has limited English language you decide not to talk to him as he will find out when someone comes to take him to the gym.

ANSWER: B

5. The process of effective listening includes ‘attending’ and which of the following?

A. Understanding and remembering.

B. Writing notes and providing information.

C. Explaining what was said and acting on this.

D. Acknowledging and explaining your point of view.

ANSWER: A

6. Mrs M is a recent arrival to Australia. As you are explaining the test she will be undergoing, she is avoiding eye contact with you. A possible reason for this could be ...

A. She is feeling embarrassed.

B. She feels anxious about the situation.

C. She cannot understand what you are saying.

D. Any of the above.

ANSWER: D

7. Nonverbal communication is part of effective communication. Which of the following statements related to nonverbal communication is most correct?

A. A person that smiles at you indicates he/she is happy to see you.

B. Moving the head side to side always means ‘NO’.

c. A person who mirrors another person’s posture can reflect empathy.

d. None of the above.

ANSWER: C

8. James is a 9-year old boy attending the clinic with his mother for the first time. You should:

A. Clearly explain the procedure to him using the correct and specific medical terms.

B. Use day-to-day language to explain what the procedure involves.

C. Explain the procedure to his mother, who will be able to explain it to James.

D. Provide a very brief explanation, as it’s a simple procedure, and allow James or his mother to ask questions.

ANSWER: B

9. Mr A has been in hospital for over a week when you see him. This is your first placement and you have been asked by your supervisor to go through his history using a standard form. The most appropriate approach to this situation is:

A. Ask him whether he is happy and comfortable.

B. Tell him that you have a form to complete and work through the form with him.

C. Introduce yourself, explain why you are there, and explain the form you would like to go through

D. Introduce yourself and leave the form with him to complete.

ANSWER: C

10. Being empathetic means:

A. Identifying with people’s thoughts and feelings.

B. Expressing feelings of sorrow for a person’s distress.

C. Telling the person you know exactly how he/she feels.

D. Telling the person how you are feeling about this.

ANSWER: A

11. You are practicing your interviewing skills with Eddie, who is an international student. As you are preparing to start you notice that he is looking at the floor rather than at you. You think this could be possibly due to:

A. Eddie being shy and uncomfortable.

B. the gender difference between you.

C. Eddie being uncomfortable about the interview topic.

D. Any of the above.

ANSWER: D

12. When communicating on a health-related issue with a person from an Aboriginal background it is important to:

A. Consider their English language skills.

B. Use gentle tones and not speak too fast.

C. Ensure the interview is in a private area.

D. All the above.

ANSWER: D

13. Joanne is a 49-yr old Aboriginal woman from a country region. She has been admitted into hospital for an eye operation. Your supervisor has organised for you to interview Joanne so that you can practice your interview skills. The most appropriate approach when commencing the interview is to:

A. Use your standard interview plan and tell her what you will do.

B. Use your standard interview plan and consider other specific questions you may wish to ask.

C. Decide that this interview may be challenging for you and ask your supervisor for assistance.

D. Decide that you need to take a flexible approach and begin by taking some time to develop rapport with Joanne.

ANSWER: D

14. You are in a clinic with your supervisor and about to see the next patient/client. The clinic today has been very busy and there are several more patient/clients to see before lunch time. Your next patient/client comes in and appears angry. He is rude to your supervisor about how long he’s had to wait. Your supervisor tells the patient/client that he will not continue with the consult, and shows the patient/client out. You think through this situation and how you would approach it. You come to the conclusion you would:

A. Do the same as your supervisor and not tolerate such behaviour.

B. Let the patient/client know you recognise he is angry and ask whether he would like to talk about it.

C. Ignore the patient/client’s anger and continue with the consult, as he is likely to calm down during the consult.

D. Respond in strong tone back as this could help control the patient/client.

ANSWER: B

15. Adel is a 27-yr old girl with head injuries that have resulted in some speech difficulties. She is attending the clinic for a scan. When you introduce yourself and are showing her through, she seems to be asking you a question, but you are not sure. The best approach for you to take is:

A. As it is a straightforward procedure and will only take a few minutes, you show her into the changing room and reassure her everything will be fine and there is no need to worry.

B. Tell her you can’t understand what she is saying, and that she should talk to her doctor about any questions she has about the scan.

C. Ask if she has a question for you and listen carefully to what she is saying, and repeat the question to ensure you have interpreted it correctly

D. Tell her you will have time to discuss her question after the scan, and direct her to the change room.

ANSWER: C

16. Effective communication is important. Which of the following contributes towards optimising communication between a health professional and patient/client?

A. Sitting behind a desk to demonstrate your professional expertise, so the patient/client takes you seriously.

B. Standing by a patient/client’s bedside and telling them what he/she needs to do.

C. Sitting by a patient/client’s bed so you are at the same level while you are discussing their treatment.

D. None of the above.

ANSWER: C

17. The use of a ‘loud voice’ may mean that a person is:

A. Feeling insecure.

B. Angry.

C. Relaxed.

D. Tired.

ANSWER: B

18. When initiating a conversation with a new patient/client who is in hospital, it is best to:

A. Introduce yourself, explain why you are seeing the patient/client and ensure he/she is happy to continue with the session.

B. Tell the patient/client why you are seeing him/her, and commence the procedure you need to do, because time is limited

C. As patient/clients in hospital see so many health professionals, they are used to having things done to them, so the best approach is to do what you need to do as efficiently as possible.

D. All the above, depending upon how busy you are at the time.

ANSWER: A

19. You are coming to the end of your session with Mandy, a 10-year old accompanied by her parents. The most appropriate way to finish the interview is:

A. Say you would need to see Mandy again and direct the parents and Mandy to the reception desk to make another appointment.

B. Ask the parents whether they have any further questions and provide them with an appointment slip for the next appointment.

C. Ask Mandy and her parents whether they have any last questions and then summarise the main points, writing them down if necessary before discussing a follow up appointment.

D. Let them know the session is now over and you would like to see Mandy again in 3 weeks.

ANSWER: C

20. You are interviewing a patient/client and they are describing some symptoms to you. What are the most likely verbal and non-verbal signs that he/she is feeling embarrassed or uncomfortable about describing them?

A. Furrowed brow, controlled voice, direct eye contact.

B. High-pitched voice, averted body posture, keeping a distance between you.

C. Flat or unsteady tone, drooped/hunched body posture, trembling lip.

D. Pausing/hesitation, speaking quietly, looking around at other people nearby.

ANSWER: D

21. If a patient/client is feeling embarrassed or uncomfortable during an interview, what is the most appropriate thing to do?

A. Help them to get over their embarrassment by encouraging them to laugh about it.

B. Move closer to the patient/client, lower your voice and show empathy.

C. Explain that embarrassment is unnecessary, as their symptoms are very common.

D. Ignore it – because they are embarrassed, they probably want to get the interview over with quickly.

ANSWER: B

22. Which of the following approaches to communication would establish the most appropriate relationship with a patient/client?

A. Reassure the patient/client that you are the expert, by positioning yourself as a professional authority (e.g. behind a desk or counter)

B. Adopting a standing position to ensure that the patient/client is impressed by your authority and therefore influenced by important advice.

C. Show the patient/client that you want to involve them, by positioning yourself on their level, with no physical barriers in between

D. None of the above

ANSWER: c

23. Which of the following non-verbal signals does NOT convey that you are listening attentively to a patient/client?

A. Writing notes while the patient/client is talking.

B. Consistent eye contact.

C. Regular nodding.

D. Open body posture.

ANSWER: A