Effective Communication for Health Professionals 2nd edition Elsevier Test Bank

SKU: 9780323625456-TEST-BANK

Effective Communication for Health Professionals 2nd edition Elsevier Test Bank

Instructor Handout Name: _____

Chapter 02: Gathering Information Date: _____

Short Answer

1. Mrs. Carter has a history of congestive heart failure, high blood pressure, osteoporosis, and arthritis. She is currently complaining of viral symptoms. Given her history, what is her chief complaint today?

Mrs. Carter's chief complaint is viral symptoms.

2. Give two examples of open-ended questions.

Answers will vary. Examples:

- *"What are your symptoms?"*
- *"Who do you live with?"*
- *"Describe what happened next."*
- *"What do you like about this treatment?"*
- *"How is school going?"*
- *"How did you feel when it happened?"*

3. Give two examples of closed-ended questions.

Answers will vary, but they should be questions for which there are limited answers. Examples:

- *How old are you?*
- *Do you feel sad?*
- *Are you married?*
- *Does it hurt when I do this?*

4. Give an example of a leading question.

Answers will vary but may include concepts such as "The meds worked, didn't they?"

5. Describe three attentive body cues to signal you are listening.

Copyright © 2020, Elsevier Inc.

Effective Communication for Health Professionals 2nd edition Elsevier Test Bank

Answers may include concepts such as inclining toward the patient, using appropriate facial expressions, maintaining appropriate eye contact, making appropriate nonverbal and paralanguage responses.

6. The patient says, "I'm up all night tossing and turning." Paraphrase this statement.

Answers will vary. One example is, "Are you saying you are having trouble sleeping?"

True or False

7. You should review the patient record before the patient interview. *True*
8. When questioning about the patient's family history, you should ask, "Do you have any family members with high blood pressure, heart problems, or diabetes?" *False, this is a compound question.*
9. Summarizing the patient interview helps indicate to the patient that it is over. *True*
10. The chief complaint is always the most pressing of the patient's problems. *False*
11. Closed-ended questions help to clarify what the patient has said. *True*
12. You should avoid silences in the patient interview. *False*

Copyright © 2020 Elsevier, Inc.

Effective Communication for Health Professionals 2nd edition Elsevier Test Bank

Instructor Handout Name: _____

Chapter 02: Gathering Information Date: _____

Identification

Indicate whether each piece of information is subjective (S) or objective (O).

__*S*__ 14. 75 bpm

__*S*__ 15. Itchiness

__*S*__ 16. Burning

__*S*__ 17. Upset stomach

__*O*__ 18. Vomit

__*O*__ 19. 100 kg

__*S*__ 20. Fatigue

__*O*__ 21. Nosebleed

__*O*__ 22. Waxy

__*O*__ 23. 98.7 °F

Copyright © 2020 Elsevier, Inc.

Effective Communication for Health Professionals 2nd edition Elsevier Test Bank

Instructor Handout Name: _____

Chapter 02: Gathering Information Date: _____

Short Answer

1. Mrs. Carter has a history of congestive heart failure, high blood pressure, osteoporosis, and arthritis. She is currently complaining of viral symptoms. Given her history, what is her chief complaint today?

2. Give two examples of open-ended questions.

3. Give two examples of closed-ended questions.

4. Give an example of a leading question.

5. Give an example of cuing.

6. Describe three attentive body cues to signal you are listening.

7. The patient says, “I’m up all night tossing and turning.” Paraphrase this statement.

Copyright © 2020, Elsevier Inc.

Effective Communication for Health Professionals 2nd edition Elsevier Test Bank

True or False

	8. You should review the patient record before the patient interview.
	9. When questioning about the patient's family history, you should ask, "Do you have any family members with high blood pressure, heart problems, or diabetes?"
	10. Summarizing the patient interview helps indicate to the patient that it is over.
	11. The chief complaint is always the most pressing of the patient's problems.
	12. Closed-ended questions help to clarify what the patient has said.
	13. You should avoid silences in the patient interview.

Identification

Indicate whether each piece of information is subjective (S) or objective (O).

____ 14. 75 bpm

____ 15. Itchiness

____ 16. Burning

____ 17. Upset stomach

____ 18. Vomit

____ 19. 100 kg

____ 20. Fatigue

____ 21. Nosebleed

____ 22. Waxy

____ 23. 98.7 ºF

Copyright © 2020 Elsevier, Inc.

Effective Communication for Health Professionals 2nd edition Elsevier Test Bank