
	<b>INDIAN SCHOOL AL WADI AL KABIR</b>	
<b>CLASS: X</b>	<b>DEPARTMENT: SCIENCE 2025 – 26</b> <b>SUBJECT: HEALTH CARE</b> <b>(SUBJECT CODE - 413)</b>	<b>DATE: 6/11/2025</b>
<b>WORKSHEET</b> <b>NO: 7</b> <b>WITH ANSWERS</b>	<b>UNIT 6</b> <b>PUBLIC RELATIONS</b> <b>(SESSION – I &amp; IV)</b>	<b>NOTE: A4 FILE</b> <b>FORMAT</b>
<b>NAME OF THE</b> <b>STUDENT:</b>	<b>CLASS &amp; SEC: X -A to X -I</b>	<b>ROLL NO:</b>

**OBJECTIVE TYPE QUESTIONS (MULTIPLE CHOICE):**

**Q1. Where is the reception area of a hospital generally located?**

- A. In the administrative office
- B. Near the entrance of the hospital
- C. Near the operation theatre
- D. On the top most floor of the hospital

**Q2. A medical receptionist's first point of contact is with:**

- A. Laboratory technicians
- B. Patients, visitors and staff
- C. Hospital board members
- D. Only doctors

**Q3. Which of the following is *not* a quality required in a medical receptionist?**

- A. Politeness
- B. Computer skills
- C. Friendly manner
- D. Ignoring phone calls

**Q4. Routine calls and emergency calls are differentiated by:**

- A. The colour of the phone
- B. The urgency and response required
- C. The floor number of the hospital
- D. The name of the caller

**Q5. Using computers in hospital administration helps in:**

- A. Only storing patient meals
- B. Making ambulances run by themselves
- C. Maintaining files and records efficiently
- D. Replacing doctors entirely

**Q6. Dealing with patients' attendants in a hospital requires:**

- A. Use of effective communication and empathy
- B. Ignoring them completely
- C. Only shouting at them
- D. Sending them away from hospital premises

**Q7. Which of the following is part of the physical setup of a reception desk?**

- A. Operation theatre
- B. MRI machine
- C. High-voltage generator
- D. Waiting area and information kiosk

**Q8. One of the functions of a medical receptionist is:**

- A. Performing surgery
- B. Making appointments for patients
- C. Teaching medical students
- D. Administering anaesthesia

**Q9. The role of a medical receptionist does *not* include:**

- A. Greeting patients and callers
- B. Forwarding phone calls
- C. Answering telephones courteously
- D. Performing complicated surgeries

**Q10. Which factor affects relationship between a General Duty Assistant (GDA) and patients?**

- A. Emotional stress of patients/relatives
- B. The colour of the hospital walls only
- C. Whether the GDA is wearing a hat
- D. The brand of shoes the GDA wears

### **Short Answer Questions (2 Marks)**

Q1. Define the role of a medical receptionist in a hospital.

Q2. List four qualities that a good medical receptionist should have.

Q3. What is meant by “responding to emergency calls” in the hospital context?

Q4. Why is use of computers important in hospital public relations and administration?

Q5. Mention three components of the physical setup of a hospital reception area.

Q6. What skills are required for dealing with patients' attendants in a hospital?

Q7. Explain why the reception area plays a vital role in a hospital's image and public relations.

Q8. Name two challenges that a General Duty Assistant might face when dealing with relatives of patients in emergency situations.

Q9. Why should hospital receptionists be trained in medical terminology and office procedures?

Q10. Describe how the computer revolution impacts public relations in the healthcare sector.

**Descriptive Questions (4 Marks)**

Q1. Describe in detail the qualities and skills required for a medical receptionist in a hospital.

Q2. Outline and explain the tasks performed by a medical receptionist in a 24×7 hospital reception.

Q3. Compare and contrast the roles of a medical receptionist and a General Duty Assistant in the context of public relations in hospital.

Q4. Why is maintaining medical records and files an important part of public relations for a hospital? What impact does computerisation have on this?

Q5. What are the factors affecting relationship between a General Duty Assistant and patient/attendants in stressful situations? How can these be managed?

**ANSWER KEY**

	<b>OBJECTIVE TYPE QUESTIONS (MULTIPLE CHOICE):</b>
1	B. Near the entrance of the hospital.
2	B. Patients, visitors and staff
3	D. Ignoring phone calls
4	B. The urgency and response required
5	C. Maintaining files and records efficiently
6	A. Use of effective communication and empathy
7	D. Waiting area and information kiosk
8	B. Making appointments for patients
9	D. Performing complicated surgeries
10	A. Emotional stress of patients/relatives
	<b>Short Answer Questions (2 Marks)</b>
1	A medical receptionist is the first link for patients, visitors and callers in a hospital; they receive and greet visitors, direct them to right department, handle enquiries, make appointments, manage records and telephone communications.
2	Four qualities: (i) Politeness and friendly manner,

	(ii) Good communication skills, (iii) Computer skills and record-keeping ability, (iv) Knowledge of hospital departments and discretion.
3	It refers to handling incoming calls related to emergencies (such as trauma, ambulance, on-call doctor) in a hospital, ensuring quick routing, coordination of staff/ambulance as per hospital procedure.
4	Computers help maintain files and medical records accurately, support scheduling and appointments, assist communication with patients/visitors, enable efficient data management and thus improve public relations and administrative efficiency.
5	Three components: (i) Reception desk/registration counter, (ii) Waiting area for visitors, (iii) Information kiosk/signage and utilities (e.g., telephones, clock system)
6	Skills required include effective communication (verbal and non-verbal), empathy, patience in stressful situations, the ability to manage conflicts or emotional outbursts, and maintain professional behaviour.
7	The reception area is the first point of contact for patients and visitors; its functioning, the receptionist's behaviour, waiting-area environment, signage etc., all influence the patient's perception of the hospital's service standard and trustworthiness — thereby affecting public relations.
8	(i) Emotional stress and anxiety of relatives causing difficult communication, (ii) Handling conflicts or aggressive behaviour, (iii) Time-sensitive environment, leading to heightened pressures.
9	Because they interact with patients, clinicians, and administrative staff; knowledge of medical terminology helps them understand enquiries/records and direct appropriately; office procedures help them manage appointments, records and communications professionally.
10	The computer revolution allows hospitals to use software for patient registration, record-keeping, communication (email, SMS), data analytics for service improvement, online portals for feedback — all contributing to better public relations by transparency, efficiency and faster responses.
<b>Descriptive Questions (4 Marks)</b>	
1	A medical receptionist should have: good communication skills (verbal and written) to interact with patients, visitors and staff; computer skills for managing appointments and electronic records; knowledge of hospital departments and their locations; courtesy and friendly manner to create welcoming environment; discretion and confidentiality while handling patient data; well-organized and efficient work habits; ability to handle telephone calls and forward them appropriately; empathy and compassion to deal with distressed patients or relatives. The size and facilities of reception area depend on hospital size and number of visitors.
2	Tasks of a medical receptionist include: registering new patients, maintaining patient records and files; answering telephones courteously and forwarding to the right department; greeting visitors and patients and directing them; handling appointments for doctors and investigations; managing the reception desk, waiting area and sign-in system; coordinating with other departments (out-patient, in-patient, investigations); logging and tracking emergency calls; ensuring proper signage and facilities for hearing-impaired; maintaining confidentiality of patient data; updating and retrieving electronic records via computer. In a 24×7 hospital, reception must function round-the-clock, with staff shift coordination and alternative arrangements in night hours if the regular desk is not operational.

3	The medical receptionist is primarily responsible for front-desk interactions: greeting, directing patients/visitors, handling appointments, managing telephone calls, and maintaining reception records – all contributing directly to the hospital’s image and public relations. A General Duty Assistant (GDA), while often fulfilling supportive clinical or non-clinical duties, may also be involved in public-relations aspects such as interacting with patients/relatives, assisting in reception tasks if required, managing waiting areas, handling patients’ attendants, and responding during emergencies. The difference is that the receptionist role is dedicated to front-office interaction and communications, whereas the GDA has broader duties including personal care, supporting clinical staff, and may step into PR-related tasks; in terms of public relations, both need good communication skills, empathy and professionalism but the receptionist is more specialized in that domain.
4	Maintaining accurate medical records and files ensures that patient information is readily available, reduces errors, improves coordination between departments, allows quick retrieval of history/investigations—which builds trust among patients and visitors by showing professionalism and efficiency. From a public-relations viewpoint, this fosters a positive image of the hospital being reliable, well-organized and patient-centric. Computerisation enhances this by enabling digital record-keeping, quick search and retrieval, better data security, automated alerts/notifications, reduced paperwork, and faster service. It also supports communication with patients (e.g., SMS/email updates), analytics for service improvement, and transparency. All these contribute to improved patient experience and better public perception.
5	Factors affecting the relationship include: emotional distress of patient or relatives, high-stress environment in hospital, miscommunication or unclear information, waiting times, physical discomfort of patient, language or cultural barriers. To manage these: maintain calm, empathetic posture; listen actively; use clear and simple communication; provide timely updates; manage waiting times by informing about delay; provide comfortable waiting area; respect privacy and dignity; coordinate with other departments to reduce confusion; provide signage and help for navigation. This strengthens trust and enhances public relations.

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