	INDIAN SCHOOL AL WADI AL KABIR	
CLASS: X	**DEPARTMENT: SCIENCE 2026 – 2027** **SUBJECT:** **SKILL EDUCATION - HEALTHCARE**	**DATE:** **08.11.2026**
WORKSHEET **With Answers**	**TOPIC: UNIT 6:** **PUBLIC RELATIONS IN HOSPITAL**	**NOTE: A4 FILE FORMAT**
NAME OF THE STUDENT:	**CLASS & SEC:**	**ROLL NO.**

Section A – Multiple Choice Questions

Q1. Where is the hospital reception generally located?

(a) Near the operation theatre
(b) Near the entrance of the hospital
(c) Near the laboratory
(d) Near the pharmacy

Q2. Which of the following is a part of the physical setup of a hospital reception counter?

(a) Intensive Care Unit
(b) Information kiosk
(c) Operation theatre
(d) Diagnostic laboratory

Q3. Which of the following qualities is essential for a hospital receptionist?

(a) Aggressive behaviour
(b) Lack of communication skills
(c) Compassionate attitude
(d) Avoiding visitors

Q4. What is the primary responsibility of an Emergency Medical Dispatcher?

(a) Performing surgical procedures
(b) Gathering information and dispatching emergency services
(c) Prescribing medicines
(d) Conducting laboratory tests

Q5. Which emergency number is currently assigned for emergencies in India, as mentioned in the study material?

(a) 100
(b) 101
(c) 108
(d) 112

Q6. What is the purpose of providing pre-arrival instructions during an emergency call?

(a) To delay ambulance services
(b) To help the victim before emergency services arrive
(c) To transfer the caller to another hospital
(d) To complete hospital billing

Q7. Which electronic record is used for documenting patient care and diagnostic testing?

(a) Electronic Medical Record (EMR)
(b) Attendance Register
(c) Visitor Register
(d) Stock Register

Q8. How are computers useful in patient education?

(a) By replacing doctors
(b) By providing educational handouts and disease management programmes
(c) By avoiding patient interaction
(d) By stopping medical investigations

Q9. Which of the following is an effective listening practice while communicating with patients' attendants?

(a) Interrupting the speaker
(b) Making assumptions
(c) Concentrating on the content
(d) Ignoring feedback

Q10. What should a GDA do when faced with a difficult situation involving a patient's attendant?

(a) Argue with the attendant
(b) Ignore the attendant
(c) Involve a senior person for assistance
(d) Respond aggressively

Section B – Short Answer Type Questions

(Answer each question in approximately 30–40 words.)

Q11. Why is a medical receptionist considered the first point of contact in a hospital?

Q12. Mention any four facilities or components provided at a hospital reception counter.

Q13. State any two important responsibilities of a hospital receptionist apart from greeting visitors.

Q14. Define a medical emergency as described in the study material.

Q15. Why is it necessary to identify the location and telephone number of the caller while receiving an emergency call?

Q16. Explain the two important dimensions of the 108 Emergency Response Service (ERS).

Q17. State any two ways in which computers assist in maintaining patient records and delivering patient care.

Q18. What is the role of computers in preparing and providing discharge or pre-operative instructions to patients?

Q19. Why should a healthcare worker avoid interrupting a patient or attendant while communicating?

Q20. Explain why empathy is important while dealing with patients' attendants in a hospital.

Section C – Long Answer Type Questions

(Answer each question in approximately 80–100 words.)

Q21. Explain the major responsibilities of a General Duty Assistant while communicating an emergency situation outside the hospital.

Q22. Describe the various applications of computers in hospitals, highlighting their importance in improving healthcare services.

Q23. Explain any four guidelines that should be followed by hospital staff while responding to patients' feedback.

Q24. Describe the important communication and listening skills required by a General Duty Assistant while dealing with patients and their relatives.

Q25. Explain the role of the hospital receptionist in ensuring smooth functioning of the hospital front office.

ANSWERS

	Section A – Multiple Choice Questions
1.	(b) Near the entrance of the hospital
2.	(b) Information kiosk
3.	(c) Compassionate attitude
4.	(b) Gathering information and dispatching emergency services
5.	(d) 112
6.	(b) To help the victim before emergency services arrive
7.	(a) Electronic Medical Record (EMR)
8.	(b) By providing educational handouts and disease management programmes
9.	(c) Concentrating on the content
10.	(c) Involve a senior person for assistance
	Section B – Short Answer Type Questions
11.	• A medical receptionist is the first person patients and visitors meet when they visit a hospital.

	• The receptionist acts as an interface between patients, visitors and hospital staff and guides them to the appropriate departments or personnel.
12.	Any four of the following: 1. Reception desk 2. Registration counter 3. Waiting area 4. Public utility service 5. Information kiosk 6. Signage system 7. Facilities for Divyangs (handicaps)
13.	1. Arranging appointments and meetings. 2. Answering and forwarding telephone calls. Other acceptable responsibilities include directing visitors to the Public Relations Officer (PRO), coordinating with other hospitals and arranging patient transport.
14.	A medical emergency is a condition determined clinically or considered by the patient, relative or representative to require immediate medical attention, failing which it may result in loss of life or limb.
15.	• It helps the emergency response team identify the exact location of the patient and reach the scene quickly. • The caller's telephone number helps the emergency dispatcher contact the caller again if additional information or instructions are required.
16.	The 108 Emergency Response Service (ERS) in India has two important dimensions: 1. Promptness: The time taken by the ambulance to reach the emergency scene after receiving the call. 2. Care en route: The medical assistance and care provided to the victim inside the ambulance while transporting them to the hospital.
17.	1. Computers are used to maintain Electronic Medical Records (EMR), including documentation related to patient care and diagnostic testing. 2. They help doctors monitor patient records, including blood glucose levels and heart rates.
18.	Computers are used to store preprinted documents such as discharge instructions and pre-operative instructions. These documents can be retrieved and printed whenever required, helping hospitals provide necessary information to patients.
19.	A healthcare worker should avoid interrupting because: 1. Interruptions restrict the exchange of information and may prevent the speaker from expressing their complete message. 2. It can break the communication process and lead to misunderstandings.
20.	1. Patients' attendants are often anxious and stressed about the health of their near and dear ones. Empathy helps healthcare workers understand their feelings and concerns. 2. It helps maintain polite and respectful communication and manage difficult situations or altercations effectively.
	Section C – Long Answer Type Questions
21.	A General Duty Assistant (GDA) has the following responsibilities while communicating an emergency situation outside the hospital:

	1. Identifying call information: Collect details such as the caller's location, telephone number, patient's location, nature of the problem and any special circumstances. 2. Prioritising incoming calls: Assess the severity of the patient's illness or injury to determine the urgency of the situation. 3. Selecting appropriate emergency resources: Arrange the most suitable response resource, such as an ambulance, from the nearest or most appropriate location. 4. Providing pre-arrival instructions: Give necessary instructions to the caller to help the victim before the emergency medical team arrives, such as keeping the patient calm and comfortable.
22.	Computers play an important role in the effective functioning of hospitals. Their applications include: 1. Maintaining medical records: Computers are used to store and manage Electronic Medical Records (EMR) and Electronic Health Records. 2. Medical investigations: They are used in scanning and imaging procedures, including Computerised Tomography (CT) scans. 3. Monitoring patients: Doctors use computers to monitor important patient information, such as blood glucose levels and heart rates. 4. Patient education: Computers help provide educational handouts and programmes related to chronic disease management. They are also used to store and print discharge and pre-operative instructions.
23.	Hospital staff should follow these guidelines while responding to patients' feedback: 1. Respond to all comments: Staff should respond to both positive and negative comments to show that they value patients' opinions. 2. Welcome opinions: They should accept all opinions and avoid becoming defensive or aggressive when receiving negative feedback. 3. Maintain confidentiality: Responses should be given without revealing confidential patient information. 4. Listen carefully: Staff should listen attentively without interrupting the speaker and should understand the concern before responding. Other acceptable points: - Avoid using the same standard response for every comment. - Do not answer queries about topics that they do not have sufficient knowledge. - Understand who is asking and the reason for the feedback.
24.	A General Duty Assistant should develop effective communication and listening skills to deal with patients and their relatives.

	The important skills include: 1. Do not interrupt: Allow the speaker to complete their message without interruption to ensure proper exchange of information. 2. Do not assume: Never assume that you know what the speaker is going to say. Listen to the complete message before responding. 3. Concentrate on the content: Pay attention to the information being communicated. Seek clarification if any point is missed. 4. Ask questions and provide feedback: Ask relevant questions to understand the issue clearly and provide appropriate feedback. These skills help improve communication, build understanding and contribute to better patient care.
25.	A hospital receptionist plays an important role in maintaining an organised and welcoming front office. The major responsibilities include: 1. First point of contact: The receptionist welcomes patients, visitors, doctors and other staff members and creates a friendly atmosphere. 2. Providing information: The receptionist handles visitors' enquiries and guides them to the appropriate departments or directs them to the Public Relations Officer (PRO). 3. Managing appointments and communication: The receptionist arranges appointments and meetings, answers telephone calls and forwards them to the appropriate persons. 4. Coordinating hospital services: The receptionist coordinates with other hospitals and assists in arranging patient transport. A receptionist should also be polite, well-mannered and familiar with hospital policies, systems and facilities.

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