



Specialized Topics in Areas of Radiologic Sciences
P.O. Box 2931 Toledo, Ohio 43606 419-471-1973
E-mail: info@xrayhomestudies.com
www.xrayhomestudies.com

Units 21 & 22

Interpersonal Communication

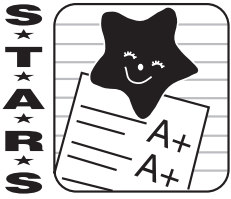
For Patients of All Ages

and

Between Men and Women

Prepared by: Carolyn J. Frigmanski, M.A.,B.S.R.T. ®

Founder, S.T.A.R.S.



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In the spring of 2013, The Ohio Department of Health (ODH) approved ALL of them for GXMO license renewal. Please check with your state licensing agency if you are not a licensed GXMO in Ohio to be sure your state accepts these ce credits for your state license renewal requirement.

This product consists of a text on a desired topic and multiple question, short answer post test(s) pages. The number of Ohio Department of Health approved continuing education (ce) credits is listed on our order form. This home study product was originally developed for radiographers across the country who were registered with the American Registry of Radiologic Technologists (ARRT) and approved by the American Society of Radiologic Technologists (ASRT). Please disregard any reference to the ASRT/ARRT within this product, if any.

You must complete the reading and questions with a **75% or higher score** on the post test(s) to get your approved CE credit!

Please return all the post test pages to the **S.T.A.R.S.** address listed on our letterhead **BEFORE** your license expires. We will forward your certificate of completion on the same day your post test(s) were evaluated (except for holidays and Sundays). If you did NOT receive a 75%, we will send the pages back with the questions needing a new answer selection. Send them back for a **FREE** re-evaluation. No refund will be provided for unsatisfactory personal performance on any ce product.

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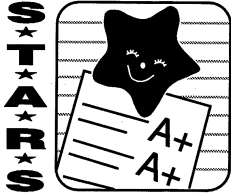
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Thank you for selecting **S.T.A.R.S.** to meet your continuing education needs!

Sincerely,

Carolyn J. Frigmanski, M.A.,B.S.R.T. ®, Founder



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Unit Number 21

Title: Interpersonal Communication for Patients of All Ages

1. An example of a functional barrier to effective communication is
 - a. body language
 - b. repositioning yourself
 - c. active listening by both parties
 - d. foreign language
2. A good listener will develop a habit of
 - a. frequently interrupting
 - b. never asking questions
 - c. reading during the conversation
 - d. stopping their talk
3. The maturational stage in which adults realize their own mortality and life is 1/2 over is
 - a. building the nest (21-28)
 - b. looking around (29-34)
 - c. mid-life rebirth (35-45)
 - d. investing in life (45-55)
4. An example of a **negative** non-verbal body language action is
 - a. facial grimacing
 - b. eye contact
 - c. nodding your head
 - d. leaning forward from your desk
5. The percentage of communication that is provided by body language is
 - a. 30
 - b. 50
 - c. 65
 - d. 90
6. Active listening involves
 - a. sympathy
 - b. raised eyebrows
 - c. weak nodding
 - d. concentration
7. A non-verbal indication that a patient or family member does not understand your message is
 - a. poor posture
 - b. a concentrated expression on their face
 - c. active nodding
 - d. knitted or raised eyebrows
8. A characteristic of constructive humor may include
 - a. laughing at people all the time
 - b. damaging credibility
 - c. implying stupidity in people
 - d. implying a sense of caring
9. The use of technical terms with geriatric patients should be substituted by
 - a. words with multiple meanings
 - b. value-laden words
 - c. common, everyday words
 - d. ethnic slurs
10. A factor that may influence communication between the technologist and the geriatric patient is
 - a. musculoskeletal system improvements
 - b. a loss of appetite
 - c. a change in personal cleanliness
 - d. a loss of hearing

11. The elderly population in the United States is expected to
- a. increase b. decrease c. remain the same d. no one knows yet
12. Examples of non-verbal communication with geriatric patients includes
- a. diction & pacing c. inflection & silence
b. gestures & eye contact d. volume & vocabulary
13. The factor that is most important in promoting coping of a stressful experience in an infant is
- a. allowing parents to be present c. restraining the infant
b. offering a pacifier d. providing an age appropriate toy
14. Talking with parents before approaching a young child is beneficial because
- a. if the parents accept them, the child will too c. child separates self from situation
b. allows child to ask questions d. child is able to use abstract thought
15. Identify the age group who have a great fear of body mutilation
- a. infant b. toddler c. school age d. adolescent
16. Identify the age group who does a lot of magical thinking/uses imagination
- a. infant b. toddler c. preschooler d. adolescent
17. Identify the age group who wants friends to visit and have their privacy maintained
- a. infant b. toddler c. preschooler d. adolescent
18. When communicating to a child, the technologist should
- a. lean down to their eye level c. warn them of a painful procedure in 24 hours
b. use terms of endearment d. communicate to the child alone without parents

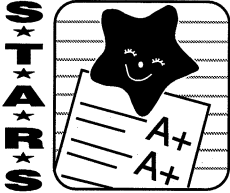
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Unit Number 22

Title: Interpersonal Communication Between Men and Women

1. "Genderlect" is a term used to describe
 - a. communication styles between men & women
 - b. communication styles between doctors
 - c. communication between children
 - d. communication between teens
2. Metamessages are
 - a. messages from metaphysics
 - b. messages conveyed by news media
 - c. messages from foreign languages
 - d. messages from body language
3. Women have a need for a greater degree of intimacy and for negotiating consensus when compared to men.
 - a. true
 - b. false
4. Men interrupt less often and always pay attention to metamessages.
 - a. true
 - b. false

Select the gender *most likely* to exhibit this communication style.

- ___ 5. asks questions to elicit information **a. women**
- ___ 6. accepts conflict as natural **b. men**
- ___ 7. should try to understand different communication styles **c. both men and women**

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