Importance of communication with patients

1. What is the most important aspect of nurse-patient communication?
   a) Medical knowledge
   b) Compassion
   c) Active listening
   d) Authority

2. What is the primary goal of effective communication in nursing?
   a) To complete the shift
   b) To improve patient outcomes
   c) To reduce the nurse's workload
   d) To please the patient

3. Which of the following is a barrier to effective communication?
   a) Noise
   b) Open body language
   c) Empathy
   d) Clarity

4. Non-verbal communication includes all except:
   a) Facial expression
   b) Body posture
   c) Eye contact
   d) Speaking loudly

5. Empathy in communication refers to:
   a) Agreeing with everything the patient says
   b) Understanding the patient's feelings
   c) Correcting the patient
   d) Avoiding emotions

6. Which communication method is used when a nurse writes down discharge instructions?
   a) Written communication
   b) Verbal communication
   c) Non-verbal communication
   d) Visual communication

7. Why is it important to use simple language with patients?
   a) To shorten communication
   b) To hide technical details
   c) To ensure understanding
   d) To impress patients

8. Which of these improves trust in a nurse-patient relationship?
   a) Avoiding questions
   b) Honesty and respect
   c) Silence
   d) Medical jargon

9. Paraphrasing the patient's words helps in:
   a) Ending the conversation
   b) Ensuring understanding
   c) Ignoring patient concerns
   d) Giving instructions

10. Silence in communication can be:
    a) Always negative
    b) Therapeutic
    c) Disrespectful
    d) Avoided always

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11. Eye contact is a sign of:
    a) Confidence and sincerity
    b) Aggression
    c) Indifference
    d) Arrogance

12. Nurse's tone of voice should be:
    a) Loud and commanding
    b) Calm and reassuring
    c) Rude and strict
    d) Flat and monotonous

13. Feedback in communication helps to:
    a) Change the topic
    b) Distract the patient

c) Clarify messages
d) End communication

14. A patient-centered approach focuses on:
    a) The needs and concerns of the patient
    b) The nurse's convenience
    c) Hospital policies
    d) Treatment cost

15. Communication breakdowns can lead to:
    a) Quick discharge
    b) Patient happiness
    c) More staff
    d) Medical errors

16. Which technique is part of active listening?
    a) Looking away
    b) Interrupting
    c) Nodding
    d) Multitasking

17. Open-ended questions are used to:
    a) Encourage detailed responses
    b) Get yes/no answers
    c) Avoid emotions
    d) Save time

18. Therapeutic communication is mainly used for:
    a) Giving orders
    b) Documenting information
    c) Emotional support
    d) Medication instructions

19. Which of the following is NOT therapeutic communication?
    a) Clarifying
    b) Paraphrasing
    c) Interrupting the patient
    d) Validating

20. Cultural awareness in communication ensures:
    a) Respect for patient beliefs
    b) Avoiding communication

c) Speaking more loudly
d) Faster treatment

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21. Clarifying means:
    a) Giving up
    b) Judging the patient
    c) Asking questions to clear confusion
    d) Repeating loudly

22. Patient education requires:
    a) Long lectures
    b) Clear and simple language
    c) Technical terms
    d) Pressure

23. Congruent communication means:
    a) Verbal and non-verbal match
    b) Talking fast
    c) Confusing statements
    d) Using charts only

24. One key principle of communication is:
    a) Authority
    b) Mutual understanding
    c) Speed
    d) Avoiding questions

25. Reflective listening involves:
    a) Restating the patient's message
    b) Arguing
    c) Correcting
    d) Avoiding

26. The best way to reduce patient anxiety is to:
    a) Ignore it
    b) Communicate clearly and calmly
    c) Call security
    d) Give injections

27. Which of the following builds rapport?
    a) Avoiding eye contact
    b) Smiling and open posture
    c) Being silent
    d) Speaking quickly

28. Touch can be therapeutic if:
    a) Avoided
    b) Used respectfully
    c) Done forcibly
    d) Overused

29. Documentation in nursing is:
    a) Optional
    b) Time-wasting
    c) A form of written communication
    d) Verbal only

30. Communication helps in:
    a) Avoiding duty
    b) Early diagnosis
    c) Saving money
    d) Longer stay

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31. A communication loop is complete when:
    a) Nurse finishes talking
    b) Patient is silent
    c) Message is understood and acknowledged
    d) Nurse walks away

32. Non-verbal cues are important because they:
    a) Are less visible
    b) Express emotions
    c) Can be ignored
    d) Waste time

33. Active listening involves all except:
    a) Interrupting
    b) Maintaining eye contact

c) Nodding
d) Reflecting

34. Communication during patient handover is critical to:
a) Saving time
b) Preventing errors
c) Ignoring concerns
d) Short discussions

35. Open communication promotes:
a) Faster discharge
b) Patient safety
c) Silence
d) Medication errors

36. What does therapeutic communication promote?
a) Anger
b) Disagreement
c) Healing and trust
d) Isolation

37. Why is patient feedback important?
a) To improve care
b) To file complaints
c) To confuse staff
d) To reduce costs

38. Barriers to communication include:
a) Interest
b) Language and hearing issues
c) Trust
d) Honesty

39. Patient's facial expression can indicate:
a) Sleepiness
b) Pain or discomfort
c) Nutrition status
d) Medication dose

40. Which is a verbal form of communication?
a) Talking to the patient
b) Nodding

c) Hand signals
d) Silence

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41. Which is a non-verbal cue of distress?
    a) Frowning
    b) Smiling
    c) Greeting
    d) Writing

42. Which action helps clarify a patient's concern?
    a) Ignoring
    b) Asking follow-up questions
    c) Smiling only
    d) Giving instructions only

43. Which is a component of therapeutic communication?
    a) Validation of feelings
    b) Instructions only
    c) Speedy talk
    d) Avoiding discussion

44. Trust in nurse-patient relationship leads to:
    a) Better cooperation
    b) Fear
    c) Silence
    d) Confusion

45. Why is feedback necessary in communication?
    a) To check understanding
    b) To end conversation
    c) To delay tasks
    d) To avoid talking

46. Which of the following promotes open communication?
    a) Encouraging patient to speak
    b) Telling them to be quiet
    c) Finishing fast
    d) Changing topic

47. Closed-ended questions are suitable when:
    a) Specific info is needed
    b) Open discussion
    c) Encouraging emotions
    d) No time limit

48. Communication fosters:
    a) Respect and dignity
    b) Confusion
    c) Separation
    d) Delay

49. Patient education involves:
    a) One-way talk
    b) Two-way communication
    c) Silence
    d) Warnings

50. Which is most important in building a therapeutic relationship?
    a) Giving instructions
    b) Trust and respect
    c) Asking questions
    d) Finishing fast

Answer Key

Topic - Importance of communication with patients

Communication with Patients – MCQs & Answers

1. **c) Active listening**
2. **b) To improve patient outcomes**
3. **a) Noise**
4. **d) Speaking loudly**

5. **b) Understanding the patient’s feelings**
6. **a) Written communication**
7. **c) To ensure understanding**
8. **b) Honesty and respect**
9. **b) Ensuring understanding**
10. **b) Therapeutic**
11. **a) Confidence and sincerity**
12. **b) Calm and reassuring**
13. **c) Clarify messages**
14. **a) The needs and concerns of the patient**
15. **d) Medical errors**
16. **c) Nodding**
17. **a) Encourage detailed responses**
18. **c) Emotional support**
19. **c) Interrupting the patient**
20. **a) Respect for patient beliefs**
21. **c) Asking questions to clear confusion**
22. **b) Clear and simple language**
23. **a) Verbal and non-verbal match**
24. **b) Mutual understanding**
25. **a) Restating the patient's message**
26. **b) Communicate clearly and calmly**
27. **b) Smiling and open posture**
28. **b) Used respectfully**
29. **c) A form of written communication**
30. **b) Early diagnosis**

31. **c) Message is understood and acknowledged**

32. **b) Express emotions**

33. **a) Interrupting**

34. **b) Preventing errors**

35. **b) Patient safety**

36. **c) Healing and trust**

37. **a) To improve care**

38. **b) Language and hearing issues**

39. **b) Pain or discomfort**

40. **a) Talking to the patient**

41. **a) Frowning**

42. **b) Asking follow-up questions**

43. **a) Validation of feelings**

44. **a) Better cooperation**

45. **a) To check understanding**

46. **a) Encouraging patient to speak**

47. **a) Specific info is needed**

48. **a) Respect and dignity**

49. **b) Two-way communication**

50. **b) Trust and respect**