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CLASS X · HEALTH CARE (413) · SKILL SUBJECT · CBSE BOARD EXAMINATION 2027

PART B · UNIT 6

Public Relations in Hospital

Unit Booklet · Short Notes · Board-Pattern Questions · Model Answers

Part B · 5 of 40 theory marks | 26 questions with model answers | Ram Sir | Taught: Sat 28 Nov

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STUDENT DETAILS

NAME _____

CLASS & SECTION _____

ROLL NO. _____

UNIT FINISHED ON _____

OBJECTIVE SELF-CHECK _____ / 14

1

READ THIS FIRST · SHORT NOTES

Unit Notes

What public relations means in a hospital, the receptionist's role and qualities, telephone manners and how to handle emergency calls, how computers help in public relations, and how to deal politely and firmly with patients' attendants.

THIS UNIT IN THE BOARD PAPER

5 / 40

Unit 6 carries **5 marks**. In the CBSE sample paper it gave **4 one-mark MCQs** and a **2-mark** question on the role of the receptionist. Handling emergency calls and dealing with patients' relatives are likely 4-mark questions.

SYLLABUS 2026–27 · WHAT CBSE LISTS FOR THIS UNIT

- Role and functions of a receptionist
- Responding to emergency calls
- Using computers in maintaining public relations; data entry
- Dealing with patients' attendants
- Activity: data-entry project; role play on handling a patient's relative in an emergency

HOW THE CBSE SKILL-SUBJECT PAPER IS SET (THEORY 50 MARKS · 2 HOURS)

1 mark
Objective: MCQ, assertion–reason, fill in the blank, true/false, match. Q1 is Part A; Q2–Q5 (answer 5 of 6 in each) are Part B.

2 marks
Short answer in **20–30 words**: two clear points. Part B: answer any 4 of 6 (Q11–Q16).

4 marks
Long answer in **50–80 words**: four points, or 2 + 2. Answer any 3 of 5 (Q17–Q21); often case-based.

Part B = 40
Objective 20 + short 8 + long 12. Part A (Employability Skills) = 10. Practical = 50.

Write in points, start each point with the key word, and stay inside the word limit. Objective answers: write the option letter **and** the answer.

PRACTICAL WORK FOR THIS UNIT

Data-entry project: register five dummy patients on a computer (name, age, ID, department, appointment) · role play: calm and guide an anxious relative in the emergency ward · practise taking an emergency call and filling the call log.

1 Public relations (PR) in a hospital

Public relations: building and keeping a **good relationship and trust** between the hospital and the public – patients, relatives, visitors, the community and the media.

- Patients judge a hospital by how they are **treated**, not only by how they are cured.
- Good PR gives **satisfied patients**, fewer complaints and quarrels, a good name for the hospital and more trust in its doctors.
- Every staff member – from the guard to the doctor – does PR. The **reception** is the first and last point of contact.

2 Role and functions of a receptionist

- **Greet** patients and visitors politely and guide them to the right place.
- **Register** patients: details, ID card (Aadhaar/ABHA), OPD card and number.
- Give **appointments** and tell patients the doctor's timings.
- Give **information** on services, charges, visiting hours and rules.
- Handle **telephone calls**, including emergency calls.
- Keep **records**: admission, discharge, visitors and enquiry registers.
- Issue **visitor passes**; control crowding.
- Receive **complaints** and pass them to the right person; coordinate with departments.

3 Qualities of a good receptionist

Quality	Why it matters
Polite and pleasant	Patients are worried; a smile calms them
Good communication	Speaks clearly, listens well, knows local languages
Patience and calmness	Handles crowds and angry relatives without losing temper
Knowledge of hospital	Can guide to departments and doctors correctly
Confidentiality	Never shares a patient's information with outsiders
Computer skills	Fast, correct data entry and appointments
Neat appearance and punctuality	Gives a good first impression

4 Telephone manners

1. Answer within **three rings**
2. **Greet** and give the hospital name and your name
3. Listen fully; speak clearly and politely
4. Write the **message**: who called, number, purpose, time
5. Do not keep callers on hold for long; thank them before ending

5 Responding to emergency calls

- Stay **calm**; speak slowly and clearly.
- Ask and note: **caller's name and phone number**, **exact location** with a landmark, **what happened**, **number of patients**, their condition (conscious? breathing? bleeding?).
- **Repeat** the details back to check them.
- **Inform** the emergency team and ambulance at once; prepare the casualty area.
- Give simple instructions as per hospital rules (keep the patient still, press on bleeding).
- **Record** the call in the emergency call log: time, details, action taken.
- Keep the line free for further calls; do not hang up before the caller has given all details.

6 Using computers in public relations

Use	How it helps
Hospital Information System (HIS)	One software links reception, wards, lab, pharmacy and billing
Registration	Unique patient ID; old records found in seconds
Appointments	Online booking, token numbers, less waiting
Electronic records	Reports and history stored safely; no lost files
SMS and e-mail	Reminders, reports and bills sent to patients
Feedback and website	Online feedback forms; information on services and doctors

Good data entry: type **correctly** and check spellings and numbers; keep data **confidential**; use a **password** and log out; take **backups**.

7 Dealing with patients' attendants

- **Listen** patiently and show **empathy** – they are anxious and tired.
- Give **correct information** within your limits; for medical details, guide them to the doctor or nurse.
- Explain **visiting rules** politely (one attendant, visiting hours, no crowding).
- Stay **calm** with angry relatives; do not argue; call a senior if needed.
- Guide them to the waiting area, pharmacy, canteen and toilets.
- Respect the patient's **privacy** and different cultures and beliefs.

HANDLING A COMPLAINT – LEARN
Listen → **E**mpathise → **A**pologise for any trouble → **R**esolve or refer → **N**ote and follow up.

Key terms

12 terms

Public relations: building trust between hospital and public

Receptionist: first point of contact at the hospital

OPD card: card with patient's registration number

Enquiry register: record of questions and visitors

Visitor pass: card that controls entry of visitors

Emergency call log: record of emergency calls and action

HIS: Hospital Information System software

Electronic records: patient records stored on computer

Confidentiality: keeping patient information private

Empathy: understanding another person's feelings

Attendant: relative or friend staying with the patient

Backup: extra copy of data kept safely

Common mistakes and exam tips

AVOID THESE

- An emergency call must give **location, what happened, number of patients and their condition**, plus the caller's number.
- Always **repeat back** details and **record** the call.
- Medical details are given by the **doctor**, not the receptionist.
- Never share a patient's information – **confidentiality**.
- With angry relatives: listen, stay calm, do not argue.

A

PART A · 1 MARK EACH

Objective Questions

14 questions: MCQs, assertion–reason, fill in the blanks and true/false, like Q2–Q5 of the board paper. Answers in Part E.

ASSERTION–REASON: HOW TO ANSWER

(a) Both A and R are true, and R is the correct explanation of A.
(b) Both A and R are true, but R is not the correct explanation of A.
(c) A is true, but R is false.
(d) A is false, but R is true.

A1. The first point of contact for a patient in a hospital is usually the: [1]

(a) Operation theatre
(b) Reception
(c) Pharmacy
(d) Laboratory

A2. Which is NOT a function of a hospital receptionist? [1]

(a) Registering patients
(b) Giving appointments
(c) Performing surgery
(d) Answering phone calls

A3. A phone call to the hospital should be answered within: [1]

(a) Three rings
(b) Ten rings
(c) Five minutes
(d) Whenever free

A4. The MOST important detail to note in an emergency call is the: [1]

(a) Caller's age
(b) Exact location of the patient
(c) Caller's hobby
(d) Weather

A5. A relative asks the receptionist about the patient's test results. The receptionist should: [1]

(a) Read out the report
(b) Guide them to the doctor
(c) Refuse rudely
(d) Guess the result

A6. Keeping a patient's information private is called: [1]

(a) Publicity
(b) Confidentiality
(c) Registration
(d) Discharge

A7. Software that links reception, wards, lab and billing is the: [1]

(a) HIS
(b) ATM
(c) GPS
(d) CCTV

A8. An angry relative shouts at the reception desk. The receptionist should first: [1]

(a) Shout back
(b) Listen calmly
(c) Call the police at once
(d) Ignore him

A9. ASSERTION–REASON [1]

Assertion (A): A receptionist should repeat the details of an emergency call back to the caller.
Reason (R): Repeating helps avoid mistakes in the address and condition.

(a) Both A and R are true, and R is the correct explanation of A.
(b) Both A and R are true, but R is not the correct explanation of A.
(c) A is true, but R is false.
(d) A is false, but R is true.

A10. ASSERTION–REASON [1]

Assertion (A): Public relations is the duty of the receptionist alone.

Reason (R): Good public relations builds trust in the hospital.

(a) Both A and R are true, and R is the correct explanation of A.
(b) Both A and R are true, but R is not the correct explanation of A.
(c) A is true, but R is false.
(d) A is false, but R is true.

A11. FILL IN THE BLANK [1]

A card that controls the entry of visitors into wards is the visitor _____.

A12. FILL IN THE BLANK [1]

An extra copy of computer data kept safely is called a _____.

A13. TRUE OR FALSE [1]

Computers let patients book appointments online and get SMS reminders.

A14. TRUE OR FALSE [1]

A receptionist may share a patient's details with any caller who asks.

B — Short Answer Questions

PART B · 2 MARKS EACH

Answer in 20–30 words: two clear points. Model answers in Part E.

B1. State any two roles of a hospital receptionist. MUST DO [2]

B2. List four details to note while receiving an emergency call. MUST DO [2]

B3. Give two qualities of a good receptionist with reasons. [2]

B4. How do computers help in maintaining public relations? [2]

B5. What is meant by public relations in a hospital? [2]

B6. Give two points to remember while doing data entry. [2]

C — Long Answer Questions

PART C · 4 MARKS EACH

Answer in 50–80 words: four points, or two points with an example each. Model answers in Part E.

C1. Explain the steps a receptionist should follow on receiving an emergency call. MUST DO [4]

C2. Describe four functions of a hospital receptionist. [4]

C3. How should a GDA or receptionist deal with patients' attendants? MUST DO [4]

C4. Explain four uses of computers in hospital public relations. [4]

PART D · CASE AND COMPETENCY BASED

D Case-Based Questions

Read the situation, then answer from it and from the unit. These are the 4-mark board questions that test application.

D1. Case-Based · A call at midnight [4]

At midnight the hospital receptionist gets a call: "Come fast, there has been an accident!" The caller is crying and hangs up before saying anything else. The ambulance driver asks where to go.

(i) What important detail did the receptionist fail to get? [1]

(ii) Name two other details that should have been noted. [1]

(iii) Suggest two things the receptionist should do to handle such calls better. [2]

D2. Competency-Based · The worried son [4]

Mr Verma's father is in the ICU. Mr Verma comes with six relatives, demands to see his father at once and shouts at the receptionist, saying no one tells him anything. Visiting hours are over.

(i) What should the receptionist do first? [1]

(ii) Who should give him information about his father's condition? [1]

(iii) Suggest two polite steps to handle the situation. [2]

E

PART E · ANSWERS IN CBSE MARKING-SCHEME STYLE

Answers

Objective key with a reason, then model answers: numbered value points, key word first, the mark for each point in orange, and the word count under each answer. Any other correct, relevant point also earns the mark.

Objective questions – answer key

Part A

Write the option letter **and** the answer, as the marking scheme does.

Q	Answer	Why (one line)
A1	**(b) Reception**	Greets and registers patients.
A2	**(c) Performing surgery**	Done by surgeons.
A3	**(a) Three rings**	Shows the hospital is alert.
A4	**(b) Exact location of the patient**	The ambulance must reach the place.
A5	**(b) Guide them to the doctor**	Medical details come from the doctor.
A6	**(b) Confidentiality**	A key duty of all staff.
A7	**(a) HIS**	Hospital Information System.
A8	**(b) Listen calmly**	Listening calms people.
A9	**(a) Both true; R explains A**	R explains A.
A10	**(d) A false, R true**	A false (every staff member does PR); R true.
A11	**pass**	Prevents crowding.
A12	**backup**	Protects records.
A13	**True**	Saves waiting time.
A14	**False**	Correct: details are confidential; share only with authorised persons.

Short answers

Part B · 2 marks

B1. State any two roles of a hospital receptionist. [2]

1. **Registration and appointments:** registers patients and books appointments. 1
2. **Information:** guides visitors; gives details of services and timings. 1

17 words · CBSE asks 20–30 words | Marking: 1 + 1 = 2 | 1 + 1 | MUST DO

B2. List four details to note while receiving an emergency call. [2]

1. **Location:** exact address and landmark. ½
2. **Event:** what happened. ½
3. **Patients:** number and condition. ½
4. **Caller:** name and phone number. ½

17 words · CBSE asks 20–30 words | Marking: ½ + ½ + ½ + ½ = 2 | 4 × ½ = 2 | MUST DO

B3. Give two qualities of a good receptionist with reasons. [2]

1. **Politeness:** calms worried patients. 1
2. **Patience:** handles crowds and angry relatives calmly. 1

11 words · CBSE asks 20–30 words | Marking: 1 + 1 = 2 | 1 + 1

B4. How do computers help in maintaining public relations? [2]

1. **Quick service:** fast registration, online appointments, records found in seconds. 1
2. **Communication:** SMS reminders, e-mailed reports, feedback. 1

16 words · CBSE asks 20–30 words | Marking: 1 + 1 = 2 | 1 + 1

B5. What is meant by public relations in a hospital? [2]

1. **Meaning:** building good relationship and trust between hospital and public. 1
2. **Result:** satisfied patients and a good name for the hospital. 1

20 words · CBSE asks 20–30 words | Marking: 1 + 1 = 2 | 1 + 1

B6. Give two points to remember while doing data entry. [2]

1. **Accuracy:** check spellings and numbers. 1
2. **Security:** keep data confidential; use password; take backups. 1

13 words · CBSE asks 20–30 words | Marking: 1 + 1 = 2 | 1 + 1

Long answers

Part C · 4 marks

C1. Explain the steps a receptionist should follow on receiving an emergency call. [4]

1. **Stay calm:** speak clearly; get caller's name and number. 1
2. **Details:** note location, event, patients and condition. 1
3. **Act:** repeat details; alert emergency team and ambulance. 1
4. **Record:** write the call log; keep line free. 1

32 words · CBSE asks 50–80 words | Marking: 1 + 1 + 1 + 1 = 4 | 1 mark each | MUST DO

C2. Describe four functions of a hospital receptionist. [4]

1. **Greet and guide:** welcomes and directs visitors. 1
2. **Register:** records details; issues OPD card. 1
3. **Appointments:** books and informs timings. 1
4. **Records and calls:** keeps registers; handles phone and complaints. 1

27 words · CBSE asks 50–80 words | Marking: 1 + 1 + 1 + 1 = 4 | 1 mark each

C3. How should a GDA or receptionist deal with patients' attendants? [4]

1. **Listen:** patiently, with empathy. 1
2. **Inform:** correct information; medical details from doctor. 1
3. **Rules:** explain visiting rules politely. 1
4. **Calm:** do not argue; call a senior if needed; guide to facilities. 1

28 words · CBSE asks 50–80 words | Marking: 1 + 1 + 1 + 1 = 4 | 1 mark each | MUST DO

C4. Explain four uses of computers in hospital public relations. [4]

1. **HIS:** links all departments. 1
2. **Registration:** unique patient ID; quick search. 1
3. **Appointments:** online booking and tokens. 1
4. **Messages:** SMS reminders and feedback forms. 1

21 words · CBSE asks 50–80 words | Marking: 1 + 1 + 1 + 1 = 4 | 1 mark each

Case-based answers

Part D

D1. Case-Based · A call at midnight (passage printed in Part D) [4]

(i) What important detail did the receptionist fail to get? [1]

The **exact location** (address with landmark) of the accident.

(ii) Name two other details that should have been noted. [1]

Any two: caller's **name and phone number**, **number of patients**, their **condition**, what happened.

(iii) Suggest two things the receptionist should do to handle such calls better. [2]

(1) Stay **calm**, calm the caller and ask the key questions **before** they hang up. (2) **Repeat** the details back and **record** them in the emergency call log.

Marking: 1 + 1 + 2 = 4 | 1 + 1 + 2

D2. Competency-Based · The worried son (passage printed in Part D) [4]

(i) What should the receptionist do first? [1]

Listen calmly and show **empathy**; do not argue.

(ii) Who should give him information about his father's condition? [1]

The **doctor** (or nurse in charge) of the ICU.

(iii) Suggest two polite steps to handle the situation. [2]

(1) Explain the **ICU visiting rules** – one attendant, fixed hours – and arrange a time with the doctor. (2) Guide the relatives to the **waiting area**; inform a **senior** if he stays upset.

Marking: 1 + 1 + 2 = 4 | 1 + 1 + 2