



MODULE 2 · KNOWLEDGE CHECK

Quick Bites Quiz

Test your knowledge of inclusive, accessible communication in healthcare.

Get Started



Question 1

What is communication?

- A** Only talking to another person
- B** Sharing information, ideas, thoughts, or feelings with others
- C** Writing formal documents
- D** Giving instructions to patients

Question 1 — Answer

What is communication?

CORRECT ANSWER: B

- A** Only talking to another person
- B** Sharing information, ideas, thoughts, or feelings with others 
- C** Writing formal documents
- D** Giving instructions to patients

Question 2

Why is communication important in healthcare?

- A** It helps healthcare workers finish appointments faster
- B** It reduces the need for patient questions
- C** It builds trust and supports accurate diagnosis and treatment
- D** It ensures patients do not need support people

Question 2 — Answer

Why is communication important in healthcare?

CORRECT ANSWER: C

- A** It helps healthcare workers finish appointments faster
- B** It reduces the need for patient questions
- C** It builds trust and supports accurate diagnosis and treatment
- D** It ensures patients do not need support people



Question 3

What can happen when communication breaks down?

A

Patients always understand information better

B

Misunderstandings can occur and people may feel ignored

C

Healthcare workers need less time with patients

D

Relationships become stronger automatically

Question 3 — Answer

What can happen when communication breaks down?

CORRECT ANSWER: B

- A** Patients always understand information better
- B** Misunderstandings can occur and people may feel ignored
- C** Healthcare workers need less time with patients
- D** Relationships become stronger automatically



Question 4

What are communication support needs?

- A** Difficulties that affect how someone sends, receives, or understands information
- B** Only difficulties with speaking clearly
- C** A condition that is always visible
- D** A need that only applies to people with hearing impairment

Question 4 — Answer

What are communication support needs?

CORRECT ANSWER: A



Difficulties that affect how someone sends, receives, or understands information



Only difficulties with speaking clearly



A condition that is always visible



A need that only applies to people with hearing impairment

Question 5

Which of the following is an example of someone who may have communication support needs?

A A person who speaks English as a second language

B A person experiencing information overload

C A person with low literacy levels

D All of the above

Question 5 — Answer

Which of the following is an example of someone who may have communication support needs?

CORRECT ANSWER: D

A A person who speaks English as a second language

B A person experiencing information overload

C A person with low literacy levels

D All of the above



Question 6

What does communication access mean?

- A** Everyone receives the same written information
- B** Everyone can participate regardless of spoken language, communication mode, or communication disability
- C** Only people who speak English can participate
- D** Patients must adapt to the healthcare worker's communication style

Question 6 — Answer

What does communication access mean?

CORRECT ANSWER: B

A

Everyone receives the same written information

B

Everyone can participate regardless of spoken language, communication mode, or communication disability



C

Only people who speak English can participate

D

Patients must adapt to the healthcare worker's communication style

Question 7

Which of the following is an example of a reasonable adjustment for someone with communication support needs?

A

Speaking louder

B

Using visuals or reducing background noise

C

Asking multiple questions at once

D

Avoiding direct communication with the person

Question 7 — Answer

Which of the following is an example of a reasonable adjustment for someone with communication support needs?

CORRECT ANSWER: B

A

Speaking louder

B

Using visuals or reducing background noise



C

Asking multiple questions at once

D

Avoiding direct communication with the person

Question 8

Which strategy helps improve communication access?

A

Asking one question at a time

B

Rushing the person's response

C

Pretending to understand

D

Using complex medical jargon

Question 8 — Answer

Which strategy helps improve communication access?

CORRECT ANSWER: A



Asking one question at a time



Rushing the person's response



Pretending to understand



Using complex medical jargon

Question 9

What is Teach Back?

- A** A technique where patients are asked to repeat information word-for-word
- B** A technique where healthcare workers ask patients to explain key information in their own words
- C** A written test given to patients after appointments
- D** A way of avoiding patient questions

Question 9 — Answer

What is Teach Back?

CORRECT ANSWER: B

A

A technique where patients are asked to repeat information word-for-word

B

A technique where healthcare workers ask patients to explain key information in their own words



C

A written test given to patients after appointments

D

A way of avoiding patient questions

Question 10

Which of the following is an example of unaided AAC?

A Speech-generating device

B Communication board

C Mobile app

D Gesture

Question 10 — Answer

Which of the following is an example of unaided AAC?

CORRECT ANSWER: D

A Speech-generating device

B Communication board

C Mobile app

D Gesture



Question 11

Which of the following is an example of aided AAC?

A

Body language

B

Facial expressions

C

Communication boards

D

Gestures

Question 11 — Answer

Which of the following is an example of aided AAC?

CORRECT ANSWER: C

A Body language

B Facial expressions

C Communication boards



D Gestures

Question 12

A patient gives an unclear response and you are not sure you understood. What should you do?

A

Pretend you understood to avoid embarrassing the patient

B

Guess what the patient meant

C

Politely explain what you understood and check with the patient

D

Ask the patient's support person to answer instead

Question 12 — Answer

A patient gives an unclear response and you are not sure you understood. What should you do?

CORRECT ANSWER: C

- A** Pretend you understood to avoid embarrassing the patient
- B** Guess what the patient meant
- C** Politely explain what you understood and check with the patient
- D** Ask the patient's support person to answer instead



Question 13

Which approach is most likely to improve patient safety?

A

Using medical jargon to be precise

B

Checking understanding before the patient leaves

C

Giving all information at the end of the appointment

D

Avoiding questions because they take too much time

Question 13 — Answer

Which approach is most likely to improve patient safety?

CORRECT ANSWER: B

- A** Using medical jargon to be precise
- B** Checking understanding before the patient leaves
- C** Giving all information at the end of the appointment
- D** Avoiding questions because they take too much time



Question 14

A patient speaks English as a second language and is also anxious about their appointment. What should you avoid doing?

A

Using clear, simple language

B

Checking whether they need an interpreter or other support

C

Assuming they understood because they nodded

D

Giving information in smaller chunks

Question 14 — Answer

A patient speaks English as a second language and is also anxious about their appointment. What should you avoid doing?

CORRECT ANSWER: C

- A** Using clear, simple language
- B** Checking whether they need an interpreter or other support
- C** Assuming they understood because they nodded
- D** Giving information in smaller chunks



Question 15

Which of the following is a good Teach Back question?

A

“Do you understand?”

B

“Can you tell me how you will take this medication when you get home?”

C

“You know what to do, right?”

D

“Was that clear enough?”

Question 15 — Answer

Which of the following is a good Teach Back question?

CORRECT ANSWER: B

A “Do you understand?”

B “Can you tell me how you will take this medication when you get home?”



C “You know what to do, right?”

D “Was that clear enough?”

Question 16

A patient has difficulty processing information quickly. Which strategy is most appropriate?

A

Give all instructions at once

B

Ask one question at a time and allow extra time

C

Use a louder voice

D

Skip non-essential explanations

Question 16 — Answer

A patient has difficulty processing information quickly. Which strategy is most appropriate?

CORRECT ANSWER: B

A

Give all instructions at once

B

Ask one question at a time and allow extra time



C

Use a louder voice

D

Skip non-essential explanations

Question 17

Which of the following best explains why visual aids can support communication?

A

They replace the need to speak to the patient

B

They help reinforce spoken information and support understanding

C

They are only useful for children

D

They make appointments shorter in every situation

Question 17 — Answer

Which of the following best explains why visual aids can support communication?

CORRECT ANSWER: B

- A** They replace the need to speak to the patient
- B** They help reinforce spoken information and support understanding 
- C** They are only useful for children
- D** They make appointments shorter in every situation

Question 18

A patient attends with a support person. What is the best communication approach?

- A** Speak only to the support person because they can explain later
- B** Speak directly to the patient and include the support person when appropriate
- C** Ask the support person to answer all questions
- D** Ignore the support person completely

Question 18 — Answer

A patient attends with a support person. What is the best communication approach?

CORRECT ANSWER: B

- A** Speak only to the support person because they can explain later
- B** Speak directly to the patient and include the support person when appropriate 
- C** Ask the support person to answer all questions
- D** Ignore the support person completely

Question 19

Which of the following is a communication barrier?

A

Plain English resources

B

Quiet spaces

C

Unhelpful attitudes from staff or services

D

Asking patients what helps them communicate

Question 19 — Answer

Which of the following is a communication barrier?

CORRECT ANSWER: C

- A** Plain English resources
- B** Quiet spaces
- C** Unhelpful attitudes from staff or services
- D** Asking patients what helps them communicate



Question 20

Which action supports continuity of care for a patient with communication support needs?

- A** Keeping communication strategies informal and undocumented
- B** Telling only one staff member about the patient's needs
- C** Sharing relevant communication support needs with the care team, according to local procedures
- D** Asking the patient to repeat their needs at every stage without recording them

Question 20 — Answer

Which action supports continuity of care for a patient with communication support needs?

CORRECT ANSWER: C

- A** Keeping communication strategies informal and undocumented
- B** Telling only one staff member about the patient's needs
- C** Sharing relevant communication support needs with the care team, according to local procedures 
- D** Asking the patient to repeat their needs at every stage without recording them

Question 21

Which of the following best describes a culturally responsive approach to inclusive communication?

A

Assuming all patients prefer the same style of communication

B

Considering language preferences, communication norms, and individual needs

C

Avoiding conversations about communication preferences

D

Using only written English materials

Question 21 — Answer

Which of the following best describes a culturally responsive approach to inclusive communication?

CORRECT ANSWER: B

A

Assuming all patients prefer the same style of communication

B

Considering language preferences, communication norms, and individual needs



C

Avoiding conversations about communication preferences

D

Using only written English materials

Question 22

A patient becomes quiet and stops responding during an appointment. What is the most appropriate response?

A

Assume they are being difficult

B

Ask whether anything would help them communicate or feel more comfortable

C

End the appointment immediately

D

Continue speaking without checking in

Question 22 — Answer

A patient becomes quiet and stops responding during an appointment. What is the most appropriate response?

CORRECT ANSWER: B

A

Assume they are being difficult

B

Ask whether anything would help them communicate or feel more comfortable



C

End the appointment immediately

D

Continue speaking without checking in

Question 23

Why should healthcare workers avoid asking multiple questions at once?

- A** It can increase cognitive load and make it harder for the patient to respond clearly
- B** It makes the appointment too informal
- C** It gives the patient too much control
- D** It prevents the use of medical terminology

Question 23 — Answer

Why should healthcare workers avoid asking multiple questions at once?

CORRECT ANSWER: A



It can increase cognitive load and make it harder for the patient to respond clearly



It makes the appointment too informal



It gives the patient too much control



It prevents the use of medical terminology

Question 24

Which of the following best reflects the purpose of communication support strategies?

A

To make patients communicate in the same way as staff

B

To reduce the need for patient participation

C

To support patients to understand, express themselves, and participate in care

D

To replace clinical decision-making

Question 24 — Answer

Which of the following best reflects the purpose of communication support strategies?

CORRECT ANSWER: C

- A** To make patients communicate in the same way as staff
- B** To reduce the need for patient participation
- C** To support patients to understand, express themselves, and participate in care 
- D** To replace clinical decision-making

Question 25

Which option shows the strongest inclusive communication practice?

A

“I’ll explain this once, so please listen carefully.”

B

“I’ll speak to your carer because this may be hard for you.”

C

“I want to make sure I explain this clearly. What helps you understand information?”

D

“This is our standard process, so we can’t change it.”

Question 25 — Answer

Which option shows the strongest inclusive communication practice?

CORRECT ANSWER: C

A

“I’ll explain this once, so please listen carefully.”

B

“I’ll speak to your carer because this may be hard for you.”

C

“I want to make sure I explain this clearly. What helps you understand information?”



D

“This is our standard process, so we can’t change it.”



That's a wrap

You've completed the Module 2 Quick Bites quiz.
Revisit any question to review the correct answer.