

2054

B. Voc. (Medical Lab Technology)  
Fourth Semester  
BMLT-402: Clinical Laboratory Management  
(Common with ADMLT)

Time allowed: 3 Hours

Max. Marks: 80

**NOTE:** Attempt five questions in all, including Question No. I which is compulsory and selecting one question from each Unit.

x-x-x

- I**
- a) What are soft skills?
  - b) How are patients managed in a clinical laboratory?
  - c) Write full form of LMIS.
  - d) What is meant by a professional behaviour? (4x4)

**UNIT - I**

- II**
- a) How is cleanliness in clinical laboratory maintained?
  - b) How is customer satisfaction evaluated? (2x8)
- III**
- a) Discuss the basic needs of a clinical laboratory technician.
  - b) Write the methods of maintaining quality service standards in a laboratory. (2x8)

**UNIT - II**

- IV**
- a) How is quality control of clinical investigations done?
  - b) Write the method to manage records in a clinical laboratory. (2x8)
- V**
- a) Write the importance of reporting in a clinical laboratory?
  - b) What is meant by guidance in a clinical laboratory? (2x8)

**UNIT - III**

- VI**
- a) How are the records maintained in a clinical laboratory?
  - b) State the guidelines for documentation. (2x8)

(2)

- VII**    **a)**    Discuss the importance of records in laboratory set up.
- b)**    Describe various types of records in a laboratory. (2x8)

**UNIT - IV**

- VIII**   **a)**    How is restful environment maintained in a laboratory?
- b)**    How is effective working relationship within the people in a laboratory maintained? (2x8)
- IX**     **a)**    Write the importance of keeping the work area clean and tidy.
- b)**    What is meant by the term compliance? (2x8)

X-X-X