



## Central State Community Services

### CSCS Public Relations/ Customer Services/ Anti-Stigma Test 2024

First Name \*

Last Name \*

Today's Date \*

Worksite Location \*

1. What are signs that a healthcare staff member may be stigmatizing an individual with a mental health disorder? \*

- Using derogatory language or labels when referring to the individual
- Avoiding eye contact or physical proximity to the patient
- Expressing disbelief or skepticism about the patient's symptoms or experiences
- All of the above

2. What should healthcare staff do if they witness or hear colleagues perpetuating stigma? \*

- Ignore it and focus on their own work
- Confront their colleagues respectfully and educate them about the impact of stigma
- Laugh along to avoid conflict

3. What is an appropriate way for healthcare staff to greet family members of individuals under their care? \*

- Avoid making eye contact to respect their privacy
- Extend a warm greeting and introduce themselves
- Assume they are not involved in the individual's care unless stated otherwise

4. Customer service in healthcare primarily involves providing medical treatment efficiently.

\*

- True
- False

5. What is the importance of empathy in healthcare customer service? \*

- It helps healthcare staff understand and respond to patients' emotions and concerns
- It is unnecessary and can be a waste of time.
- It can lead to burnout among healthcare staff.

Website

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