

TESTS
IN
MEDICAL PSYCHOLOGY
FOR
STUDENTS IN DENTAL MEDICINE

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Part 1

INTRODUCTION TO PSYCHOLOGY. HISTORY OF PSYCHOLOGY

1. Psychology is a science that studies:

- a) **the psyche**
- b) **consciousness**
- c) the soul
- d) **the behavior**
- e) all of the above are correct

2. As an independent science, psychology is distinguished:

- a) in Ancient Greece
- b) during the Renaissance
- c) **at the end of the 19th century**
- d) at the beginning of the twentieth century
- e) none of the above

3. The first experimental method of the science "psychology" is called:

- a) objective observation
- b) clinical trial
- c) free speech
- d) projective analysis
- e) **none of the above**

4. The first experimental method of the science "Psychology" is:

- a) clinical observation
- b) **social experiment**
- c) scientific experiment
- d) objective observation
- e) **introspection**

5. Modern psychology arises at the border between the following sciences:

- a) **philosophy**
- b) ethics and law
- c) **sociology**
- d) **natural sciences**
- e) all of the above are correct

6. Which of the following statements does not apply to the *psyche*:

- a) psyche is a fundamental category in psychology
- b) psyche is a characteristic of all living organisms**
- c) psyche is a property only of highly organized biological matter
- d) it reflects objective reality in the form of images and relationships
- e) it reflects objective reality only in the form of muscle motor reactions**

7. The traditional model for the structure of the human psyche includes:

- a) mental processes**
- b) mental states**
- c) mental perceptions
- d) mental personality traits**
- e) mental phenomena

8. Psychology as a science has the following tasks:

- a) to clarify the genesis and development of the psyche in a phylogenetic and ontogenetic aspects**
- b) to clarify the nature and regularities according to which the psyche functions**
- c) to assist in solving life problems of the person
- d) to include more effectively psychology into people's daily lives and activities**
- e) all of the above are correct

9. Psychology as a science has the following tasks:

- a) improvement of the research methods of psychology
- b) clarification of the meaning of life
- c) clarification of the essence and regularities according to which the psyche functions
- d) summarizing theoretical concepts and creating a global theory
- e) all of the above are correct**

10. Psychology as a science has the following tasks:

- a) continuous improvement and deepening of knowledge about the psyche and its forms**
- b) supporting the diagnosis, treatment and prevention of mentally ill patients
- c) improvement of psychological counseling and psychotherapy methods**
- d) to assist in solving life problems of the person
- e) all of the above are correct

11. Psychology as a science has the following tasks:

- a) to clarify the essence and regularities according to which the psyche functions**
- b) to make a critical analysis of the achievements and weaknesses of the science of psychology to date**
- c) improvement of research methods of psychology**
- d) existential task - to clarify the meaning of life**
- e) none of the above

12. Methods of psychological research are:

- a) observation
- b) experiment
- c) psychological tests
- d) hypnosis
- e) all of the above are correct**

13. Methods of psychological research are:

- a) self-monitoring**
- b) laboratory experiment**
- c) social desirability bias
- d) operationalization
- e) introspection**

14. Methods of psychological research are:

- a) objective observation**
- b) social assessment
- c) natural experiment**
- d) statistical data processing
- e) hypnosis**

15. Methods of psychological research are:

- a) epidemiological studies
- b) graphical tests**
- c) socio-psychological analysis and assessment
- d) questionnaire survey and interview**
- e) verbal tests (projective methods)

16. Methods of psychological research are:

- a) method of psychological characterization**
- b) direct observation**
- c) the phi-phenomenon
- d) analysis of activity-based products**
- e) none of the above

17. Psychological tests are:

- a) verbal and non-verbal
- b) verbal and graphic
- c) for achievements
- d) for time
- e) all of the above are correct**

18. Psychological tests are:

- a) **standardized**
- b) operationalized
- c) **scaled**
- d) non-standardized
- e) none of the above

19. Projective methods of psychological research are:

- a) hypnosis
- b) dream analysis
- c) **The Thematic Apperception Test**
- d) Rorschach test for frustration
- e) all stated are correct

20. Projective methods of psychological research are:

- a) TAM-test
- b) **Rosenzweig frustration test**
- c) **ink blot test**
- d) thematically assertive test (TAT)
- e) Hermann test of apperception

21. Psychological tests must contain the following elements:

- a) **task**
- b) **answer sheet**
- c) **key to the correct answers**
- d) assessment of social desirability bias
- e) statistical information

22. Which of the following are elements of psychological tests:

- a) **theoretical basis**
- b) **standard – distribution of possible results by groups**
- c) **interpretation**
- d) **operationalization of terms**
- e) none of the above

23. Indicate which of the following are psychological schools:

- a) fundamentalism
- b) principalism
- c) **structuralism**
- d) determinism
- e) **behaviorism**

24. Indicate which of the following are psychological schools:

- a) **psychoanalysis**
- b) **functionalism**
- c) psychotherapy
- d) **gestalt psychology**
- e) all of the above are correct

25. Which of the following are representatives of the school of structuralism:

- a) Sigmund Freud
- b) John Watson
- c) **Wilhelm Wundt**
- d) Eric Erickson
- e) Albert Bandura

26. Representatives of the school of behaviorism are:

- a) Carl Gustav Jung
- b) **John Watson**
- c) **Albert Bandura**
- d) **Burrhus Frederic Skinner**
- e) all of the above are correct

27. Representative/s of the school of behaviorism are:

- a) John Watson
- b) Edward Tolman
- c) Frederic Skinner
- d) Albert Bandura
- e) **all of the above are correct**

28. Representative/s of the psychoanalytic school are:

- a) **Erik Erikson**
- b) Abraham Maslow
- c) George Miller
- d) Kurt Kofka
- e) none of the above

29. Which of the following are not representatives of the psychoanalytic school:

- a) Sigmund Freud
- b) Alfred Adler
- c) Carl Jung
- d) Karen Horney
- e) **none of the above**

30. Which of the following scientists is defined as the "father of psychology":

- a) Sigmund Freud
- b) John Watson
- c) Abraham Maslow
- d) Wilhelm Wundt**
- e) Carl Gustav Jung

31. Introspective psychology is:

- a) one of the main schools in psychology
- b) macro theory that examines the subject, object and leading method of psychology**
- c) the scientific theory of Wilhelm Wundt**
- d) the science that studies the unconscious and its relationship with the conscious
- e) a theory that considers the personality as a unique, complete system

Part 2

PERSONALITY PSYCHOLOGY

32. Indicate which statement(s) do not apply to orthodox psychoanalysis:

- a) main subject is psychopathology or abnormal behavior
- b) aims to study conscious behavioral acts that can be described objectively**
- c) basic research methods are clinical experiment, observation, free association and dream analysis**
- d) basic research methods are introspection and laboratory experiments**
- e) Sigmund Freud is considered the founder of the school

33. The main goal in psychoanalysis is:

- a) to study the conscious
- b) to study the unconscious**
- c) to study the personality structure
- d) to study personality behavior
- e) all of the above are correct

34. Which of the following methods are typical of the school of psychoanalysis:

- a) clinical observation**
- b) self-monitoring
- c) introspection
- d) free associations**
- e) dream analysis**

35. The idea of the unconscious in psychology was introduced by:

- a) Carl Jung
- b) Sigmund Freud**
- c) Anna Freud
- d) Alfred Adler
- e) Eric Erickson

36. According to *Sigmund Freud*, instincts are:

- a) innate predispositions of a living organism to follow a certain behavior
- b) acquired fixed patterns of action activated by a specific set of internal or external stimuli
- c) the driving forces of the personality that release psychic energy**
- d) mental representations of internal stimuli that motivate personality and behavior**
- e) categorized into three groups – life, love and death instincts

37. According to Sigmund Freud, the *libido*:

- a) is a basic force of mental life**
- b) is expressed in the action of the sexual instinct**
- c) is a creative force that sustains life**
- d) is a destructive force directed outwards
- e) is a destructive force directed inwards

38. According to Sigmund Freud's structural hypothesis the *Id* (It) is:

- a) the source of psychic energy, the instinctive aspect of the personality**
- b) the rational aspect of the personality responsible for controlling the instincts
- c) the moral aspect of personality, derived by internalizing parental and societal values and standards
- d) related to the conscious sphere
- e) related to the unconscious sphere**

39. According to Sigmund Freud's structural hypothesis the *Ego* (I):

- a) is the most elementary level of personality related to the unconscious sphere
- b) is related to the conscious sphere**
- c) contains the moral rules and requirements of the person
- d) contains the repressed mental contents
- e) contains the actual mental contents**

40. According to Sigmund Freud's structural hypothesis the *Super Ego*:

- a) is the active, acting primacy that obeys the principles of reality
- b) at this level of the personality the libido operates and the repressed mental contents are located there
- c) is the rational aspect of the personality responsible for controlling the instincts
- d) is the moral aspect of personality, derived by internalizing parental and societal values and standards**
- e) makes restrictions and prohibitions at the Ego level, which gives rise to internal tensions and internal crises**

41. According to Sigmund Freud, dynamics of the mental system leads to a state he called anxiety. Indicate the main types of anxiety:

- a) objective**
- b) subjective
- c) neurotic**
- d) psychotic
- e) moral**

42. Indicate which of the statements refer to the *Ego defense mechanisms*:

a) they are ways to protect the self, the essence of which is to reduce the anxiety of the person by consciously distorting or denying reality

b) their appearance can be episodic, mostly as a reaction to traumatic events affecting the psyche

c) their appearance is constant, as they aim to reduce the level of anxiety and, accordingly, the proper functioning of the individual

d) they can become part of the personality structure of the individual

e) they were first described by Sigmund Freud, who listed more than 20 personality defense mechanisms

43. Indicate which of the statements do not apply to the *Ego defense mechanisms*:

a) they are ways to protect the self, the essence of which is to reduce the anxiety of the person by unconsciously distorting or denying reality

b) their appearance can be episodic, mostly as a reaction to traumatic events affecting the psyche

c) their appearance is constant, as they aim to reduce the level of anxiety and, accordingly, the proper functioning of the individual

d) they cannot become part of the personality structure of the individual

e) were first described by Sigmund Freud, who listed more than 14 personality defense mechanisms

44. According to Sigmund Freud's psychoanalytic theory of development:

a) children go through a series of psychosocial stages

b) children go through a series of psychosexual stages

c) each stage centers around a specific erogenous zone

d) each stage centers around several erogenous zones, but one of them is leading

e) development goes through 6 successively connected stages

45. Which of the following stages are included in Freud's model of psychosexual development:

a) oral

b) genital

c) Oedipus complex

d) anal

e) all of the above are correct

46. Which of the following stages are included in Freud's model of psychosexual development:

a) oral

b) anal

c) Electra complex

d) phallic

e) latent

47. *Oral-sadistic personality type* can be obtained as a consequence of fixation at the oral phase according to Sigmund Freud's theory. List the main characteristics of this type of personality:

- a) **a person who is overcommitted to oral habits**
- b) **signs include chewing gum or the end of a pen, pencil**
- c) signs include, smoking, eating, kissing, fellatio
- d) **bitingly sarcastic, quarrelsome and hostile personality**
- e) passive, naive, immature and manipulative personality

48. *Oral-receptive personality type* can be obtained as a consequence of fixation at the oral phase according to Sigmund Freud's theory. List the main characteristics of this type of personality:

- a) **passivity, naivety, immaturity**
- b) **manipulative personality**
- c) some of the signs include nail biting
- d) sarcasm, quarrelsomeness and hostility
- e) all of the above are correct

49. Conflicts during the anal stage in Freud's model of psychosexual development can lead to the formation of an *anal-retentive personality*. List the characteristics of this personality type:

- a) recklessness, carelessness, disobedience
- b) disorganization, coprophilia
- c) **too neat, clean, compulsive**
- d) **obsession with organization**
- e) **excessive orderliness**

50. Conflicts during the anal stage in Freud's model of psychosexual development can lead to the formation of an *anal-expulsive personality*. List the characteristics of this personality type:

- a) **self-neglecting**
- b) quarrelsomeness, hostility
- c) **extravagance**
- d) naivety, immaturity
- e) **disobedience, disorganization**

51. At what stage does the Oedipus complex appear according to Sigmund Freud's psychosexual theory:

- a) oral
- b) anal
- c) **phallic**
- d) latent
- e) genital

52. At what stage does the Electra Complex appear according to Sigmund Freud's psychosexual theory:

- a) oral
- b) anal
- c) phallic**
- d) latent
- e) genital

53. Which of the following characteristics do not apply to the *latent stage* of Sigmund Freud's psychosexual theory:

- a) it lasts from the end of the anal stage to the beginning of puberty**
- b) it starts from puberty until death**
- c) fixations at this stage are very frequent and they lead to extreme sexual inferiority**
- d) in general, people do not fixate at this stage
- e) there are dormant sexual feelings

54. The *genital personality type* in Sigmund Freud's psychosexual theory is characterized by the following:

- a) it results from genital phase fixations in Freud's model of psychosexual development
- b) it is the successful end product of psychosexual development in psychoanalytic theory**
- c) frigidity, impotence, unsatisfactory relationships
- d) inability to mature love, responsibility and care for others
- e) extreme sexual inferiority

55. According to Erik Erikson's psychoanalytic theory of development:

- a) children go through a series of psychosocial stages**
- b) children go through a series of psychosexual stages
- c) each stage centers around a specific erogenous zone
- d) each stage centers around several erogenous zones, but one of them is leading
- e) development goes through 8 successively connected stages**

56. Which of the following is the author of the *Theory of Psycho-Social Development*:

- a) Sigmund Freud
- b) Alfred Adler
- c) Albert Bandura
- d) Eric Erickson**
- e) Karen Horney

57. Which of the following statements does not apply to the *Theory of Psycho-Social Development*:

- a) **the life cycle of the person is a set of 7 stages of development**
- b) **birth order and personality are interrelated**
- c) at each stage of life, a crisis situation appears that must be resolved in order not to disrupt normal development
- d) **each person has a unique way of behaving to compensate for real or imagined inferiority**
- e) **the theory was developed by Erik Erikson, who was the first advocate of the socio-psychological approach to psychoanalysis**

58. What is the third stage in the Theory of Psycho-Social Development:

- a) phallic stage
- b) **preschool age**
- c) anal stage
- d) adolescence
- e) early childhood

59. What is the fifth stage in the Theory of Psycho-Social Development:

- a) genital stage
- b) young adulthood
- c) latent stage
- d) middle adulthood
- e) **adolescence**

60. What is the basic conflict in the fourth stage of the Theory of psycho-social development:

- a) trust vs. mistrust
- b) initiative vs. guilt
- c) intimacy vs. isolation
- d) **industry vs. inferiority**
- e) generativity vs. stagnation

61. What is the basic conflict in the second stage of the Theory of psycho-social development:

- a) **autonomy vs. shame and doubt**
- b) trust vs. mistrust
- c) intimacy vs. isolation
- d) initiative vs. guilt
- e) industry vs. inferiority

62. What is the basic conflict in the seventh stage of the Theory of Psycho-Social Development:

- a) intimacy vs. isolation
- b) identity vs. role confusion
- c) **generativity vs. stagnation**
- d) ego integrity vs. despair
- e) trust vs. mistrust

63. What is the most important event during the fifth stage of the Theory of Psychosocial Development:

- a) toilet training
- b) school
- c) social relationships**
- d) feeding
- e) exploration

64. What is the most important event during the sixth stage of the Theory of Psychosocial Development:

- a) school
- b) relationships**
- c) exploration
- d) work and parenthood
- e) none of the above

65. What is the most important event during the third stage of the Theory of Psychosocial Development:

- a) toilet training
- b) social relationships
- c) exploration**
- d) feeding
- e) school

66. Which of the following scientists is considered the founder of the school of behaviorism:

- a) Sigmund Freud
- b) Wilhelm Wundt
- c) Ivan Petrovich Pavlov
- d) John Watson**
- e) Abraham Maslow

67. According to behaviorism, the main task of psychology is to study:

- a) conscious and unconscious phenomena
- b) obvious behavior**
- c) reactions to the impact of the external environment**
- d) sensation and perception
- e) desires, aspirations, thinking

68. A basic research method in behaviorism is:

- a) self-monitoring
- b) objective observation**
- c) free talk
- d) hypnosis and dream analysis
- e) introspection

69. Which of the statements apply to B.F. Skinner:

- a) American physiologist and psychologist, academician
- b) the first scientist to describe the phenomenon known today as a conditioned reflex
- c) works in the field of classical conditioning
- d) develops the Theory of instrumental (operant) conditioning**
- e) introduces the concepts of counterconditioning and generalization

70. Heightened fear of the dentist and dental treatment can be a result of:

- a) classical conditioning**
- b) operant conditioning
- c) generalization**
- d) counterconditioning
- e) all of the above are correct

71. According to the *Theory of instrumental (operant) conditioning*:

- a) organisms learn to detect causal relationships between stimuli in the environment
- b) the phenomenon known today as a conditioned reflex proves the biological basis of mental activity
- c) conditioning is a process by which behavior is acquired, maintained or extinguished depending on subsequent events**
- d) conditioning is a part of the analysis of behavior and involves the conditioning of an unwanted behavior or response to a stimulus into a desired behavior or response by associating positive actions with the stimulus
- e) learning a certain behavior cannot occur in the absence of some kind of reinforcement - positive or negative**

72. Which of the following statements apply to the *Theory of Social Learning*:

- a) learning cannot occur in the absence of some kind of reinforcement - positive or negative
- b) learning is not only a product of personal experience, but it also often happens under the influence of significant figures for the child**
- c) this theory considers the importance of imitation in learning (modeling) and forming different behavioral patterns**
- d) the theory was developed by B.F. Skinner, who strongly believed in predicting and controlling behavior
- e) all of the above are correct

73. The term "reinforcement" (positive or negative) was introduced by:

- a) B.F. Skinner**
- b) Albert Bandura
- c) John Watson
- d) I.P. Pavlov
- e) none of the above

74. *Personality psychology* is a science that studies:

- a) the peculiarities of the personality's behavior
- b) the different types of characters and temperaments
- c) the different personality models**
- d) differences between individuals
- e) all of the above are correct

75. Which of the following are leading paradigms in personology:

- a) behavioral**
- b) cognitive
- c) psychoanalytic**
- d) gestalt-psychological
- e) existential**

76. *Comparative psychology* is a branch of psychology that studies:

- a) the relationship between the development of the psyche in phylogenesis and anthropogenesis**
- b) the problem areas of evolutionary, differential and international psychology
- c) the commonality between behavior and motivation in humans and higher mammals**
- d) large groups of people - ethnic, national, religious - and makes comparisons between them**
- e) all of the above are correct

77. *Differential psychology* is a branch of comparative psychology that:

- a) compares man with higher mammals (apes)
- b) compares the individuals by temperament, character, personality characteristics**
- c) compares the leading paradigms in psychology
- d) compares large groups of people - ethnic, national, religious
- e) compares and studies the behavior of the individual or large groups of people

78. What are the main typological models in differential psychology:

- a) cognitive**
- b) humanistic
- c) psychoanalytic**
- d) dispositional**
- e) behavioral

79. Which of the following is synonymous with the concept of personal *disposition*:

- a) attitude
- b) behavior
- c) trait**
- d) habit
- e) predisposition

80. Which of the following statements refer to so-called *trait theories*:

- a) **personality structure is seen as represented by traits and behavior is motivated by the traits**
- b) **these are theoretical models that present the human personality as made up of a set of different dispositions**
- c) people do not demonstrate constancy in their actions, thoughts and emotions, as the latter depend on past time, events and life experiences
- d) **each personality is characterized by uniqueness based on a unique combination of personality traits**
- e) all of the above are correct

81. Which of the following scientists developed trait theories in the context of the dispositional typology model:

- a) Sigmund Freud
- b) **Hans Eysenck**
- c) **Gordon Allport**
- d) Erik Erikson
- e) **Raymond Cattell**

82. Indicate the correct subordination of dispositions in Hans Eysenck's *Theory of Personality Traits*:

- a) supertraits/traits/composite traits/primary reactions
- b) types/supertraits/composite traits/specific reactions
- c) supertraits/composite traits/specific reactions/primary reactions
- d) **supertraits/composite traits/primary reactions/specific reactions**
- e) constituent traits/traits/primary reactions/specific reactions

83. According to Hans Eysenck's typology, people can be divided into four groups:

- a) stable introvert (melancholic)
- b) neurotic introvert (choleric)
- c) **stable extravert (sanguine)**
- d) neurotic extravert (melancholic)
- e) **stable introvert (phlegmatic)**

84. According to Hans Eysenck's typology, people can be divided into four groups:

- a) **stable introvert (phlegmatic)**
- b) **neurotic introvert (melancholic)**
- c) stable extravert (choleric)
- d) neurotic extravert (sanguine)
- e) stable introvert (melancholic)

85. Indicate which of the following statements are correct:

- a) introverts are more likely to tolerate pain than extraverts
- b) extraverts more often take breaks during work, for coffee and conversations, than introverts**
- c) introverts prefer theoretical and scientific types of activity, while extraverts tend to prefer people-related work**
- d) in universities, extraverts achieve more notable success than introverts
- e) all of the above are correct

86. Which of the following features are characteristic of extraverts:

- a) they are more tolerant to pain**
- b) they prefer scientific types of activity
- c) they start having sex at a later age
- d) they feel more energetic in the morning and they are more able to work then
- e) more often drop out of university for psychiatric rather than academic reasons

87. Which of the following features are characteristic of introverts:

- a) they are more tolerant to pain
- b) they are more energetic in the evening and they are more capable of working in the second half of the day
- c) more often drop out of university for academic rather than psychiatric reasons
- d) they are more sensitive to stimulation**
- e) they achieve more notable success in universities than extraverts**

88. Which of the following features are characteristic of people with a high level of neuroticism:

- a) dissatisfied with their ability to solve life's problems
- b) increased anxiety about minor life problems
- c) anxiety about one's own health, often without real grounds
- d) a developed sense of responsibility and duty
- e) all of the above are correct**

89. Which of the following features are characteristic of people with a high level of neuroticism:

- a) constant worries about the fate of loved ones**
- b) egocentric and impulsive
- c) indifferent to others
- d) tend to go against social norms
- e) excessive sensitivity and tendency to rely on the opinion of the majority**

90. Which of the following features are characteristic of people with a high level of psychoticism:

- a) a tendency to doubt and check, even when a job is well done
- b) low self-esteem, does not match the high requirements of the ideal image of the "desirable self" to which they consider it necessary to conform
- c) they are often anxious, have difficulty communicating with people and cannot be understood by others**
- d) intentionally cause trouble to others**
- e) egocentric, impulsive, indifferent to others**

91. Which of the following are methods for measuring individual dispositional differences:

- a) self-monitoring**
- b) dream analysis
- c) electroencephalographic studies (EEG)**
- d) objective psychological tests**
- e) all of the above are correct

92. Which of the following are not methods for measuring individual dispositional differences:

- a) electro-encephalographic studies
- b) analysis of biographical information
- c) measurement of physical and physiological parameters
- d) expert assessments
- e) none of the above**

93. Eysenck Personality Questionnaire (EPQ) is an objective psychological test to assess:

- a) extraversion**
- b) locus of control
- c) neuroticism**
- d) social desirability bias**
- e) openness, conscientiousness, and agreeableness

Part 3

DEVELOPMENTAL PSYCHOLOGY

94. *Developmental psychology* is a branch of psychology that studies:

- a) the sequence of changes of the psyche with age**
- b) the rules of changing the psyche with age**
- c) all the changes that occur in the psyche with age
- d) age periodization
- e) all of the above are correct

95. According to *Developmental psychology*, development of the psyche can go through:

- a) **periods of equal duration, in which the changes of the psyche are different in magnitude**
- b) relatively long intervals in which changes are relatively bigger (crises in development)
- c) **extended intervals in which the psyche is relatively stable**
- d) **short intervals in which the changes are relatively bigger**
- e) relatively short intervals in which the changes are insignificant

96. The European classification of periods in the development of the psyche in childhood and adolescence includes the following stages:

- a) infancy - the first and second year of life
- b) **early childhood - the second and third years of life**
- c) **preschool age - from the fourth year until starting school**
- d) school age - from 6-7 to 14-15 years of age
- e) late adolescence - from 14-15 to 18-19 years of age

97. Indicate when are the crises in the development of the psyche in childhood and adolescence:

- a) at the end of the 12th month
- b) **the end of the 3rd year**
- c) the beginning of the 7th year
- d) **the beginning of physiological maturation**
- e) the beginning of the 15th year

98. Which of the specified features refer to the *plastic* physiological structure of the body:

- a) it facilitates the impact of the individual on the environment
- b) **it facilitates the processes of interiorization of the environment on the psyche**
- c) **it facilitates familiarization and learning of the environment**
- d) it is typical for preschool age and the period of physiological maturation
- e) **it is typical in early childhood and primary school age**

99. Which of the following are characteristics of the *plastic* physiological structure of the body:

- a) **poor mobility**
- b) **relatively short arms and legs in relation to the body**
- c) a small amount of subcutaneous tissue
- d) **the fine motor movements of the fingers are preferentially developed**
- e) all of the above are correct

100. Which of the following features refer to the *elastic* physiological structure of the body:

- a) it facilitates the impact of the environment on the individual
- b) **it facilitates the processes of exteriorization of the psyche on the environment**
- c) it facilitates familiarization and learning of the environment
- d) it is typical of preschool age and middle adolescence
- e) it is typical in early childhood and primary school age

101. Which of the following are characteristics of the *elastic* physiological structure of the body:

- a) **increased mobility of the body**
- b) relatively long in relation to the body, agile arms and legs**
- c) a small amount of subcutaneous tissue
- d) the fine motor movements of the fingers are preferentially developed
- e) all of the above are correct

102. Which of the following are characteristics of the *elastic* physiological structure of the body:

- a) rounded overall appearance
- b) the large muscles of the arms and legs are preferentially developed**
- c) **increased body mobility**
- d) it is optimal for learning the structure of the objects
- e) it is optimal for body impact on the objects**

103. Which periods of child and adolescent development are characterized by *plastic* physiological structure of the body:

- a) **early childhood**
- b) preschool age
- c) **primary school age**
- d) early adolescence (physiological maturation)
- e) middle adolescence (maturation of thinking)**

104. Which periods of child and adolescent development are characterized by *elastic* physiological structure of the body:

- a) early childhood
- b) preschool age**
- c) primary school age
- d) early adolescence (physiological maturation)**
- e) middle adolescence (maturation of thinking)

105. Which of the following can be accepted as evidence of a functioning psyche:

- a) presence of mental images**
- b) changes in behavior based on formed mental images**
- c) presence of instinctive behavior
- d) the creation of conditioned reflexes**
- e) all of the above are correct

106. At what point in the course of ontogenesis does the psyche appear:

- a) at the moment of birth
- b) before birth**
- c) around the 3rd year
- d) from the 7th month after the beginning of pregnancy**
- e) about 7 months after birth

107. Which of the specified features apply to the development in the first year:

- a) at the moment of birth, pupillary reflex, accommodation and convergence are observed in vision
- b) the newborn can distinguish all colors
- c) newborn children hear more sounds than an adult
- d) the behavior of the newborn is dominated only by instincts**
- e) at the end of the first year, children can pronounce single words**

108. The predominant (main) behavior in infancy (the first year) is:

- a) pretend play
- b) communication with others**
- c) communication with peers
- d) instinctive behavior - tonic neck reflex, grabbing, swimming, etc.
- e) playing with dolls and toys

109. What is the borderline moment in the development of the psyche in the first year:

- a) the end of the first month
- b) the middle of the third month
- c) the sixth month**
- d) the ninth month
- e) none of the above

110. The main behavior through which the psyche develops in early childhood is:

- a) the desire to communicate
- b) pretend play**
- c) role-playing games
- d) communication with peers
- e) learning

111. A pointing gesture and speaking of single words appear at:

- a) the end of the first year
- b) the first six months of the second year**
- c) the second six months of the second year
- d) the beginning of the third year
- e) the end of the third year

112. The period of so-called telegraph speech (*pivot construction*) is characterized by:

- a) pronunciation of individual words
- b) appearance of a pointing gesture
- c) the emergence of concepts of properties of objects**
- d) simple sentences in the language**
- e) complex sentences in the language

113. Which period of childhood development is called the "*period of questions*":

- a) the second year
- b) the third year**
- c) the fourth year**
- d) the fifth year**
- e) the sixth year

114. For which period/s in childhood and adolescence "*egocentric speech*" is a typical feature of language development:

- a) early childhood**
- b) preschool age**
- c) primary school age
- d) early adolescence
- e) late adolescence

115. When does consciousness appear in the course of ontogenesis:

- a) before birth - about 7 months after the beginning of pregnancy
- b) at the moment of birth
- c) at the end of early childhood**
- d) in preschool age
- e) at primary school age

116. Which of the following are signs of the emergence of consciousness:

- a) presence of mental images - visual, gustatory, olfactory
- b) changes in behavior based on formed mental images
- c) emergence of an understanding of the result of one's own behavior**
- d) ability to recognize the image of one's body in the mirror**
- e) emergence of a sense of ownership**

117. Which of the following are signs of the emergence of consciousness:

- a) presence of instinctive behavior that is replaced by conditioned reflexes
- b) creating a concept of gender**
- c) ability to retell past events - a fairy tale, a TV episode, etc.**
- d) emergence of a recognizable similarity between a drawing and a painted object**
- e) all of the above are correct

118. The main behavior through which the psyche develops in preschool age is:

- a) the desire to communicate
- b) pretend play
- c) role-playing game**
- d) communication with peers
- e) learning

119. Which of the following behavioral characteristics are considered the norm at primary school age:

- a) physical aggression
- b) a lie
- c) conformity
- d) motivation to perform a certain behavior**
- e) all of the above are correct

120. In which periods of child and adolescent development physical aggression and lying are accepted as normal features of behavior:

- a) early childhood
- b) preschool age**
- c) primary school age
- d) early adolescence
- e) physical aggression and lying are not normal for any stage of development

121. In which period(s) of child and adolescent development *conformity* is considered a normal feature of behavior:

- a) early childhood
- b) preschool age**
- c) primary school age
- d) early adolescence**
- e) middle adolescence

122. Which of the specified behavioral characteristics are considered the norm in preschool age:

- a) physical aggression
- b) lying
- c) conformity
- d) motivation to perform a certain behavior
- e) all of the above are correct**

123. "Hierarchy of values" or "value system" is an important property of the psyche that first appears in:

- a) early childhood
- b) preschool age**
- c) primary school age
- d) early adolescence
- e) late adolescence

124. The main behavior through which the psyche develops in primary school age is:

- a) the desire to communicate
- b) pretend play
- c) role-playing game
- d) communicating with peers
- e) learning**

125. Which of the following feature/s do not apply to the development of the psyche in primary school age:

- a) **the main, evolutionarily fixed activity, with the performance of which the psyche develops, is communication with peers**
- b) **this period is characterized by the elastic physiological structure of the body**
- c) primary school age begins with the appearance of readiness for schooling
- d) the size of working memory and the properties of consciousness become as those typical of adults
- e) the concept of time appears in primary school age

126. The main behavior through which the psyche develops in the period of physiological maturation (early adolescence) is:

- a) learning
- b) a desire to communicate
- c) educational and professional activity
- d) **communication with peers**
- e) role-playing games

127. Which of the feature/s refer to the development of the psyche in the period of physiological maturation (early adolescence):

- a) emotionality is directed from the acquisition of behavior to the acquisition of knowledge
- b) the physical capabilities of the behavior become the same as those of adults
- c) the main evolutionarily fixed activity by which the psyche develops in early adolescence is the desire to communicate
- d) **the change in emotionality at the beginning of puberty is particularly dramatic and is often called a crisis**
- e) thinking acquires uniqueness; creativity, own style of behavior, and individuality are built

128. Which of the following can have an impact on the psyche of adolescents:

- a) family relations
- b) the school
- c) informal peer groups
- d) television, internet, social networks
- e) **all of the above are correct**

129. The main behavior through which the psyche develops in middle adolescence is:

- a) the desire to communicate
- b) role-playing games
- c) **educational and professional activity**
- d) communication with peers
- e) learning

130. Which of the feature/s refer to the development of the psyche in middle adolescence:

- a) **emotionality is directed from acquisition of behavior to acquisition of knowledge**
- b) **physical qualities become equal to those of adults**
- c) the main behavior by which the psyche develops, is the desire to communicate
- d) the changes at the beginning of this period are particularly dramatic, therefore they are called a crisis
- e) **thinking acquires uniqueness; creativity and own style of behavior are built**

131. According to Erik Erikson the term "*psychosocial moratorium*" refers to:

- a) early adolescence
- b) middle adolescence
- c) **late adolescence**
- d) early adulthood
- e) late adulthood

132. The development of the psyche of adults requires the acquisition of the following types of abilities:

- a) **psychophysical**
- b) behavioral
- c) **cognitive**
- d) **social**
- e) all of the above are correct

133. Which of the statements refer to the term *fluid intelligence*:

- a) it is the size of accumulated (available for use) knowledge
- b) **it is the ability to understand the properties of reality**
- c) **it is the ability to extract and use new knowledge about reality**
- d) continuously, relatively evenly, increases throughout life
- e) **continuous, relatively uniform, decreases with age**

134. Which of the following are periods in the development of the psyche of adults:

- a) psychosocial moratorium
- b) **early adulthood**
- c) **middle adulthood**
- d) **late adulthood**
- e) mid-life crisis

135. Which of the following are periods in the development of the psyche of adults:

- a) **early adulthood**
- b) medium adulthood
- c) **late adulthood**
- d) **old age**
- e) psycho-social moratorium

136. Which of the specified features refer to the age-related changes of the psyche in early adulthood:

- a) high accumulated intelligence
- b) a large amount and duration of vital energy**
- c) well-developed social adaptability and professionalism
- d) this is a period for creating and raising offspring**
- e) all of the above are correct

137. Indicate which of the following statements about the qualities of both sexes are true:

- a) female anatomy and psyche are generally more conservative**
- b) male anatomy and psyche are more variable and unstable**
- c) the qualities of the male sex vary within narrower limits
- d) the qualities of the female sex are not so variable**
- e) the male gender is more susceptible to environmental influences**

138. Indicate which of the following statements about the qualities of both sexes are true:

- a) male's brain is anatomically and functionally more symmetrical than the female's one
- b) female's brain is anatomically and functionally more symmetrical than male's**
- c) there is a greater amount of white matter in the male's brain than in the female's**
- d) women are better than men at perceiving spatial relationships and mental rearrangement
- e) male's emotionality is different from female's and is described as greater intuitiveness (subconsciousness)

139. Indicate which of the following statements about the qualities of both sexes are true:

- a) men have greater capabilities in analytical thinking
- b) men's thinking is more inductive
- c) male thinking is more deductive**
- d) men demonstrate more creativity than women**
- e) better development and use of communication (speech) is a characteristic of the male gender

140. Indicate which of the following statements about the qualities of both sexes are not true:

- a) the female psyche has greater abilities to adapt to the social environment
- b) women have a greater ability to recognize facial expression (mimicry)
- c) women have more creativity than men**
- d) the female gender is characterized by better development and use of communication (speech)
- e) all of the above are not correct

141. Which of the following statements apply to the age dynamics of extraversion:

- a) extraversion declines at the same rate in both sexes
- b) between 10 and 20 women are more extroverted than men
- c) by 40, men are more extroverted than women
- d) at 60, male extroversion is less than female**
- e) none of the above

142. Which of the following illusions in middle adulthood are characteristic only of men:

- a) the illusion of idealization of the partner
- b) the illusion of the only true path in life
- c) the illusion that devotion to family is enough to give meaning to life
- d) the illusion that social and professional advancement are sufficient to give meaning to life
- e) **none of the above**

143. The midlife crisis is characterized by the following:

- a) **reduction of sexuality**
- b) **degradation of the immediate social environment**
- c) dispelling mid-life illusions
- d) loss and recovery of balance in mid-life
- e) all of the above are correct

144. Overcoming the midlife crisis is related to:

- a) **loss and recovery of balance in mid-life**
- b) **dispelling mid-life illusions**
- c) reduction of sexuality
- d) **changing the motivational magnitude of values**
- e) all of the above are correct

145. Which of the following features refer to the age-related changes of the psyche in middle adulthood:

- a) high dynamic intelligence
- b) **illusions are minimal, i.e. criticality – maximal**
- c) **adaptability and professionalism are close to their maximum life sizes**
- d) **mental equilibrium is restored after the midlife crisis**
- e) all of the above are correct

146. Which of the following features apply to age-related changes in middle adulthood:

- a) after 45 the accumulated intelligence decreases more and more noticeably
- b) after 45, dynamic intelligence continues to increase
- c) **the energy of the psyche is reduced**
- d) **physical diseases appear and gradually worsen**
- e) all of the above are correct

147. Which of the following features refer to age-related changes in old age:

- a) the abilities of the psyche become less than sufficient for independent existence
- b) the abilities of the psyche are sufficient for independent existence, but the physical ones are not
- c) the reduction of the psyche and the body in old age is at a different rate
- d) age changes are characterized by heterochrony and heterogeneity
- e) **all of the above are correct**

148. Which of the following age periods is sometimes called *the "third" age*:

- a) **from 65 to 75 years**
- b) after 75 years
- c) from 65 to 90 years
- d) from 75 to 90 years
- e) after 90 years

149. Which of the following age periods is called *early old age*:

- a) from 55 to 65 years
- b) **from 65 to 75 years**
- c) up to 75 years
- d) from 75 to 90 years
- e) after 90 years

150. Which of the following age periods is called *late old age*:

- a) from 65 to 75 years
- b) after 75 years
- c) from 65 to 90 years
- d) **from 75 to 90 years**
- e) after 90 years

151. Which of the following age periods is called *senile age*:

- a) after 75 years
- b) from 75 to 90 years
- c) **after 90 years**
- d) after 100 years
- e) from 90 to 100 years

152. Age-related changes in old age are associated with:

- a) **nervous system changes**
- b) **reduction of working memory**
- c) **decrease in dynamic intelligence**
- d) increase in accumulated intelligence
- e) all of the above are correct

153. Age-related changes in old age are associated with:

- a) **reducing the effectiveness of the inductive direction of thinking**
- b) **reducing the effectiveness of the deductive direction of thinking**
- c) a disproportionate reduction in the abilities to receive and to make a speech in favor of the former
- d) reduction of sensibility mainly based on the physiological degradation of the senses themselves
- e) **in most people - disappearance of creative abilities at the age of 60**

154. Which of the following characteristics apply to age-related changes in old age:

- a) **changed criticality**
- b) **naive credulity towards acquaintances and strangers**
- c) **increased suspicion**
- d) realistic perception of aging
- e) none of the above

155. Age-related changes in sensory processes in old age affect:

- a) memory
- b) **vision**
- c) thinking
- d) speech
- e) **the hearing**

156. Age-related changes in sensory processes in old age affect:

- a) **the taste**
- b) **the sense of smell**
- c) speech
- d) **the sensation**
- e) the memory

157. Which of the following characteristics apply to age-related changes in hearing in old age:

- a) hearing reduction is observed, which is explained by the reduced anatomical and physiological capabilities of the individual
- b) after 50 many people, more often women, begin to perceive quiet sounds less
- c) **men's hearing loss is about twice as great as women's**
- d) **men's hearing loss begins earlier - towards 30**
- e) the perception of low-frequency sounds decreases more, therefore the overall sound picture becomes "muffled"

158. Which of the following characteristics apply to age-related changes in emotionality in old age:

- a) **levelling of emotions**
- b) the negative range of emotionality is reduced
- c) self-confidence and self-esteem increase
- d) **emotionality and criticality tend toward several stable combinations**
- e) none of the above

159. Which of the following are common dispositions occurring in the last few years before retirement:

- a) **constructive style**
- b) independent style
- c) **defensive style**
- d) **aggressive - blaming style**
- e) all of the above are correct

160. Aging is characterized by the following groups of changes:

- a) **physical**
- b) **mental**
- c) **social**
- d) economic
- e) all of the above are correct

161. Which of the following are typical features of general health status of old people:

- a) **deteriorated general health**
- b) **difficult mobility**
- c) loss of criticality about oral hygiene and condition of the teeth
- d) **mental health is often impaired**
- e) all of the above are correct

162. Which of the following are typical features of dental status of old people:

- a) presence of accompanying diseases (chronic diseases)
- b) deterioration of mental health
- c) **loss of natural teeth**
- d) **unsatisfactory oral hygiene**
- e) all of the above are correct

Part 4

STRESS AND BURNOUT SYNDROME

163. The term "*stress*" was first used by:

- a) Hans Eysenck
- b) Khan Saizenk
- c) **Hans Selye**
- d) Sigmund Freud
- e) I.P. Pavlov

164. The body's initial response to any stressor is related to:

- a) **the presence of bodily reactions**
- b) **activation of the autonomic nervous system**
- c) **activation of the endocrine system**
- d) activation of the immune system
- e) all of the above are correct

165. The body's response to stress is:

- a) **automatic**
- b) specific
- c) **non-specific**
- d) conscious
- e) unconscious

166. Which of the following statements apply to the *fight-or-flight* response:

a) in response to acute stress, the parasympathetic nervous system is activated by releasing hormones

b) the hypothalamus-pituitary gland-adrenal cortex axis is of greatest importance

c) the body can remain in fight-or-flight mode for 10 to 20 minutes after the threat is gone, which is the time it takes for the parasympathetic nervous system to return it to pre-arousal levels

d) in the presence of chronic stress, the body is in a constant state of fight or flight response and never reaches a state of homeostasis

e) none of the above

167. To which phase of Hans Selye's stress theory ("General Adaptation Syndrome") can the "fight or flight" reaction be attributed:

a) first

b) second

c) third

d) fourth

e) fifth

168. Physical symptoms of the fight or flight response are:

a) constricted pupils

b) pale skin

c) reddened skin

d) rapid pulse and breathing

e) all of the above are correct

169. The fight-or-flight response is associated with:

a) increasing the metabolism

b) increasing the frequency and force of heart muscle contraction

c) dilation of the bronchi

d) slowing down the activity of the gastrointestinal tract

e) all of the above are correct

170. The fight-or-flight response is associated with:

a) slowing down the metabolism

b) slowing down the activity of the gastrointestinal tract

c) increasing the secretion of the sweat glands

d) increasing the activity of the pancreas

e) an increase in the levels of blood sugar and fatty acids in the blood

171. What are the types of stress according to the sources of the stress:

a) stress of the senses

b) positive stress (eustress)

c) negative stress (distress)

d) stress from personal incidents

e) all of the above are correct

172. What are the types of stress according to the sources of the stress:

- a) positive stress
- b) post-traumatic stress
- c) acute stress
- d) stress from socio-economic factors**
- e) stress from social and environmental influences**

173. According to its impact on the body, stress can be:

- a) acute
- b) chronic
- c) positive**
- d) negative**
- e) neutral (irrelevant)**

174. According to the intensity and duration of the stressor, stress can be:

- a) acute**
- b) chronic**
- c) eustress
- d) distress
- e) all of the above are correct

175. According to the time during which the stressor acts, the stress becomes:

- a) acute
- b) chronic
- c) situational**
- d) post-traumatic**
- e) none of the above

176. The mechanisms of stress impact can be:

- a) direct
- b) indirect
- c) positive
- d) negative
- e) all of the above are correct**

177. The mechanisms of influence of distress can be:

- a) direct**
- b) indirect**
- c) positive
- d) negative**
- e) all of the above are correct

178. Which of the following are mechanisms of negative influence of stress:

- a) **can induce immediate diseases**
- b) **can create or stimulate a predisposition to a certain disease**
- c) **can affect the course of a disease**
- d) can transmit the causative agents of a given disease
- e) all of the above are correct

179. Hans Selye's stress theory is also known as:

- a) transactional model of stress
- b) **general adaptation syndrome**
- c) **syndrome caused by various harmful agents**
- d) **biological stress syndrome**
- e) all of the above are correct

180. How many phases does the body's reaction go through according to the "General Adaptation Syndrome":

- a) two
- b) **three**
- c) four
- d) five
- e) six

181. What phases does the body's reaction go through according to the "General Adaptation Syndrome":

- a) anxiety stage
- b) **alarm stage**
- c) **resistance stage**
- d) **exhaustion stage**
- e) recovery stage

182. "General adaptation syndrome" is:

- a) Richard Lazarus's cognitive theory of stress
- b) **Hans Selye's biological stress theory**
- c) Hans Eysenck's theory of social adaptation
- d) the teachings of I.P. Pavlov on conditioned reflexes
- e) none of the above

183. Indicate the correct sequence of so-called "*stress axis*":

- a) stressor-pituitary-hypothalamus-adrenal glands
- b) stressor-hypothalamus-pituitary-adrenal glands
- c) stressor-hypothalamus-adrenal glands-thymus
- d) stressor-pituitary-adrenal glands-thymus
- e) **stressor-hypothalamus-pituitary-adrenal glands- and/or thymus**

184. The transactional model of stress is:

- a) **Richard Lazarus's cognitive theory of stress**
- b) Hans Selye's biological stress theory
- c) theory of the transpersonal state of consciousness
- d) a model for stereotyped (nonspecific) stress responses
- e) none of the above

185. In the transactional model of stress, a *primary appraisal* is:

- a) **the process of selection and interpretation of stressors**
- b) **the process of perception and evaluation of the threat by the individual**
- c) the process of searching for a potential response to that threat
- d) the process of analyzing the available resources of the person
- e) dealing with stress (coping)

186. In the transactional model of stress, a *secondary appraisal* is:

- a) the process of selection and interpretation of stressors
- b) the process of perception and evaluation of the threat by the individual
- c) **the process of searching for a potential response to that threat**
- d) **the process of analyzing the available resources of the person**
- e) dealing with stress (coping)

187. According to Richard Lazarus and his transactional model of stress, overcoming of stress (coping) can be:

- a) problem-focused
- b) related to a change in the situation itself
- c) related to a change in attitude to the situation
- d) emotion-focused
- e) **all of the above are correct**

188. What are the main stages of the stress process according to psychologists working in the field of the cognitive paradigm:

- a) the alarm stage (bodily reactions, sympathetic activation)
- b) **perception of the situation**
- c) **assessment of the situation**
- d) resistance stage
- e) **assessment of own coping abilities**

189. Indicate which of the following are stressors in dental practice:

- a) **professional isolation**
- b) **striving for technical perfection**
- c) **economic pressure**
- d) lack of motivation
- e) all of the above are correct

190. Indicate which of the following are stressors in dental practice:

- a) lack of time
- b) the patients
- c) incorrect working posture
- d) improper lighting
- e) all of the above are correct**

191. Which of the following can be used as methods of coping with stress in dental practice:

- a) knowing the sources of stress**
- b) improving the organization in the practice**
- c) personal and professional isolation
- d) physical activity and sports in free time**
- e) all of the above are correct

192. Stress management programs are:

- a) autogenic training**
- b) individual psychotherapy sessions
- c) biofeedback**
- d) yoga stretching**
- e) all of the above are correct

193. The term "burnout" was first introduced into the scientific literature by:

- a) Sigmund Freud
- b) Herbert Freudenberger**
- c) Anna Freud
- d) Harry Freudenberg
- e) Hermann Rosenzweig

194. Burnout syndrome is a psycho-social phenomenon that is associated with:

- a) professional sphere
- b) personal life
- c) family relations
- d) society
- e) all of the above are correct**

195. What, according to Christina Maslach, are the main aspects of *burnout syndrome*:

- a) physical exhaustion
- b) emotional exhaustion**
- c) personalization
- d) depersonalization**
- e) reduced personal accomplishment**

196. Burnout is:

- a) someone in a state of fatigue or exhaustion caused by a commitment to a certain goal, lifestyle or relationship that does not produce the expected result**
- b) a breakdown in the Ego defense mechanisms**
- c) a syndrome conceptualized as the result of acute workplace stress that has not been successfully managed
- d) a process of adaptation that is temporary and is accompanied by physiological and mental symptoms
- e) all of the above are correct

197. Which of the following characteristics apply to the profile of "burnout candidate":

- a) low goals
- b) relatively modest ambitions
- c) desire for excellence**
- d) perfectionism**
- e) low self-esteem

198. Which of the following characteristics apply to individuals who are prone to burnout:

- a) high, unrealistic expectations**
- b) low goals and modest ambitions
- c) dynamism and charisma**
- d) competence**
- e) self-confidence**

199. Which of the following personality traits are typical of people who may develop burnout syndrome:

- a) external locus of control**
- b) internal locus of control
- c) introversion
- d) extraversion**
- e) every person is susceptible to burnout, regardless of personality characteristics

200. Which of the following personality traits are typical of people who may develop burnout syndrome:

- a) neuroticism**
- b) introversion
- c) external locus of control**
- d) frustration**
- e) ability to love**

201. A person prone to "professional burnout" is:

- a) idealist**
- b) humane**
- c) compassionate**
- d) unsure
- e) emotionally unstable**

202. Which of the following individual characteristics are prerequisites for the development of burnout syndrome:

- a) **age**
- b) **gender**
- c) **education**
- d) **marital status**
- e) none of the above

203. Which of the specified characteristics of the working environment in the dental practice are prerequisites for the development of burnout syndrome:

- a) lack of workload
- b) **lack of diversity**
- c) **lack of autonomy**
- d) **uncertain career prospects**
- e) work without auxiliary staff

204. Which of the specified characteristics of the working environment in the dental practice are prerequisites for the development of burnout syndrome:

- a) **excessive workload**
- b) type of dental equipment used
- c) **type of dental practice (individual, group)**
- d) **role conflicts**
- e) administrative activities

205. Which of the specified characteristics of the work environment can be prerequisites for the development of burnout syndrome:

- a) leadership style
- b) shift work
- c) threat of job loss
- d) inadequate rewards
- e) **all of the above are correct**

206. Which of the following are common somatic symptoms in burnout syndrome:

- a) **chronic fatigue**
- b) depression
- c) apathy
- d) **reduced immunity of the body**
- e) reduced working capacity

207. Which of the following are common somatic symptoms in burnout syndrome:

- a) **reduced resistance to viral and cold infections**
- b) **changes in appetite and weight**
- c) rigidity in thinking and actions
- d) increased irritability
- e) low pain tolerance

208. Which of the following are common cognitive symptoms in burnout syndrome:

- a) a sense of failure
- b) eternal complaints, grumbling and dissatisfaction
- c) guilt
- d) apathy**
- e) lack of new ideas**

209. Which of the following are common cognitive symptoms in burnout syndrome:

- a) routine performance of duties**
- b) negative attitude towards work**
- c) withdrawal, distancing**
- d) negative attitude towards dependent people, colleagues and superiors**
- e) low tolerance for remarks and different opinions

210. Which of the following are common emotional symptoms in burnout syndrome:

- a) aggressiveness
- b) mistrust**
- c) lack of empathy**
- d) withdrawal
- e) apathy

211. Which of the following are common emotional symptoms in burnout syndrome:

- a) anger**
- b) depression
- c) suspiciousness**
- d) hopelessness**
- e) anxiety

212. Which of the following are common behavioral symptoms in burnout syndrome:

- a) helplessness
- b) reduced empathy
- c) reduced work capacity and efficiency**
- d) suspiciousness
- e) aggressiveness**

213. Which of the following are common behavioral symptoms in burnout syndrome:

- a) rigidity in thinking
- b) tendency to extreme forms of behavior**
- c) taking opiates, gambling, extramarital affairs**
- d) increased use of alcohol and cigarettes**
- e) increased irritability

214. The early (pre-burnout) stage of development of burnout syndrome is called:

- a) the honeymoon
- b) boreout
- c) brownout**
- d) the awakening
- e) the excitement stage

215. How many actual stages of burnout syndrome are described by the American Psychological Association:

- a) three
- b) four**
- c) five
- d) six
- e) nine

216. Which of the features refer to the first real stage of the development of burnout syndrome ("the honeymoon"):

- a) early job dissatisfaction
- b) eating and sleeping disorders
- c) a sense of failure
- d) loss of self-confidence and self-respect
- e) none of the above**

217. Which of the features refer to the first real stage of the development of burnout syndrome ("the honeymoon"):

- a) great expectations and hopes**
- b) early job dissatisfaction
- c) enthusiasm for work and colleagues**
- d) initial disappointment and disbelief
- e) all of the above are correct

218. Which of the specified features refer to the second real stage of the development of burnout syndrome (the awakening):

- a) a feeling of complete physical and emotional exhaustion
- b) early job dissatisfaction**
- c) disappointment and disbelief**
- d) loss of self-confidence and self-respect
- e) behaviors running away from reality - alcohol, medication and drug abuse

219. Which of the specified features refer to the third actual stage of the development of burnout syndrome ("full-scale burnout"):

- a) disappointment and disbelief
- b) pessimism
- c) a feeling of despair
- d) a feeling of complete physical and emotional exhaustion**
- e) degraded quality of work**

220. Which of the specified features refer to the third actual stage of the development of burnout syndrome ("full-scale burnout"):

- a) a feeling of despair
- b) depression, anxiety**
- c) eating and sleeping disorders**
- d) withdrawal and isolation**
- e) all of the above are correct

221. According to the American Psychological Association, the last stage in the development of burnout syndrome is:

- a) full-scale burnout
- b) brownout
- c) boreout
- d) the phoenix phenomenon**
- e) the phoenix burnout

222. What is the main symptom of the last stage in the development of burnout syndrome:

- a) a feeling of despair**
- b) lack of empathy
- c) guilt
- d) a feeling of anger
- e) suicidal intentions

223. Which of the following strategies are suitable for prevention of burnout syndrome:

- a) balancing between work and rest
- b) professional psychological help
- c) re-evaluation of priorities
- d) learning ways and techniques for relaxation
- e) all of the above are correct**

224. Which of the following strategies are suitable for prevention of burnout syndrome among dentists:

- a) work with auxiliary staff
- b) improving communication skills**
- c) work with modern dental materials and equipment
- d) programs to increase qualifications and stimulate career development**
- e) all of the above are correct

225. Which of the following activities are not suitable for prevention of burnout syndrome:

- a) physical activity and sports
- b) targeting a hobby
- c) appropriate sleep regime, nutrition, relaxing exercises
- d) stimulation of social activity
- e) none of the above**

Part 5

PSYCHOPATHOLOGY AND PSYCHOTHERAPY

226. Psychopathology is a study about:

- a) Nervous diseases
- b) Patient's soul problems
- c) Mental disorders**
- d) Abnormal mental functioning**
- e) Cognitive – behavioral problems**

227. Which of the listed below belong to psychopathology topics?

- a) All mental disorders**
- b) Some mental disorders
- c) Inherited genetic psycho disorders
- d) Mental disorders concerning patients under experimental treatment
- e) Substance – induced mental disorders

228. General psychopathology studies:

- a) Cognitions**
- b) Emotions**
- c) Memory**
- d) Character
- e) Temperament

229. Which of the listed define the medical term “**symptom**”:

- a) Symptoms may go along with the disease throughout its course**
- b) Symptoms may go along with the disease only at a certain time of its course**
- c) Symptom is a syndrome component**
- d) Symptoms may progress unnoticed
- e) Symptoms disappear as the disease progresses

230. Which of the listed characteristics belong to some mental diseases' symptoms:

- a) **Positive symptoms**
- b) **Negative symptoms**
- c) Neutral
- d) Longitudinal
- e) Positive symptoms swing to negative

231. Which of the listed belongs to positive symptoms:

- a) Positive symptoms counteract negative symptoms
- b) Positive symptoms affect positively the disorder
- c) **Positive symptoms appear to reflect the excess of normal functions**
- d) Positive symptoms reflect recovery
- e) Positive symptoms reflect lack of disorder

232. Which of the listed belong to negative symptoms:

- a) Negative symptoms counteract positive symptoms
- b) **Negative symptoms appear to reflect loss of functions**
- c) Negative symptoms appear after positive symptoms go away
- d) **They belong to some types of mental disorders**
- e) They belong to all types of mental disorders

233. What does "syndrome" mean:

- a) "Syndrome" is a term used as a name of some genetically inherited diseases
- b) **Syndrome is a group (set) of symptoms**
- c) "Syndrome" is a term regarding some diseases
- d) Syndrome is the main disease symptom
- e) The term "syndrome" does not belong to mental disorders

234. Which of the following are true:

- a) **Syndrome suggests an increased chance of developing the disease**
- b) **Syndrome suggests the presence of a certain disease**
- c) A disease may develop without syndrome presence
- d) A disease may develop only when symptoms are obvious
- e) All above mentioned answers are true

235. Which of the following belong to nosological entity (unit):

- a) Nosological entity (unit) is a group of diseases with common starting points
- b) Nosological entity (unit) is every single disease**
- c) Diseases treated by common treatment methods
- d) Part of the International Classification of Diseases**
- e) Group of diseases affecting upper respiratory tract

236. Which of the listed belong to general health

- a) Physical health**
- b) Satisfaction and fulfillment
- c) Lack of disease
- d) Social well-being**
- e) Mental health**

237. Which are the two main formal classification systems of mental disorders:

- a) International classification of mental disorders
- b) Psychiatry books
- c) International Classification of Diseases**
- d) Classification of International Association of Applied Psychology
- e) Diagnostic and Statistical Manual of Mental Disorders**

238. Which of the listed belong to anxiety disorders:

- a) Bipolar disorder
- b) Panic attacks**
- c) Claustrophobia**
- d) Obsessive-compulsive disorder**
- e) Dental phobia**

239. Which are the main features of abnormal anxiety:

- a) Aggression
- b) Hallucinations
- c) Presentiment of upcoming danger**
- d) It hinders effective problem solving in real situations**
- e) Anxiety attacks are associated with activation of the sympathetic nervous system**

240. Which of the following are true of phobic disorders?

- a) **They belong to anxiety disorders group**
- b) Phobias arise in childhood
- c) Phobias are a defense mechanism in life-threatening situations
- d) **Phobias are manifestations of irrational anxiety**
- e) Phobias disappear with age

241. Which of the following could be a phobic disorder manifestation:

- a) **Irrational and overwhelming fear of heights**
- b) **Avoiding social contacts**
- c) Insurmountable fear of persecution
- d) Suicidal thoughts (suicidal thoughts)
- e) **Feeling of imminent danger, shortness of breath, suffocation**

242. Which of the following features is valid for social phobia:

- a) People with social phobia are shy
- b) Social phobia is strongly associated with problems in long-term memory
- c) People with social phobia are afraid of open spaces
- d) **People with social phobia are afraid of being judged by the others**
- e) Social phobia is strongly associated with short-term memory problems

243. Which of the following is true for agoraphobia:

- a) Agoraphobia is fear of plants and animals in the forest
- b) **Agoraphobia is anxiety of open or over crowded spaces and the impossibility of "exit"**
- c) Agoraphobia is specific phobia
- d) Agoraphobia is a type of panic disorder
- e) Fear of losing close and beloved people

244. Which are true about panic disorder:

- a) **Panic disorder is manifested by panic attacks**
- b) **Panic disorder is type of anxiety disorder**
- c) **Panic disorder can go with agoraphobia and claustrophobia**
- d) Panic attacks are life threatening
- e) Panic disorder is more common in people over 50 years of age

245. Which of the listed below are true about panic attacks:

- a) They start gradually and develop within an hour
- b) Can occur unexpectedly (for no certain reason)**
- c) May occur expectantly, in response to a typically frightening object or situation**
- d) Panic attacks start suddenly**
- e) Panic attacks do not cause apparent behavioral changes

246. Which of the following is true:

- a) Dental phobia is a type of panic disorder
- b) Dental phobia occurs during dental treatment
- c) Dental phobia manifests during certain dental procedures
- d) Dental phobia is a type of specific phobia**
- e) Dental phobia is same as severe dental fear

247. Which of the following can cause dental phobia :

- a) Bad past experience in the dental office**
- b) Fear of judgment based on the state of their teeth or gums**
- c) Family history of dental fear**
- d) Loss of control during dental treatment**
- e) Poor hygiene in dental surgeries

248. Which of the following belong to the right tools of managing patients with dental phobia:

- a) Iatrosedation**
- b) Recommended consulting with dentist - specialist
- c) Realistic optimism**
- d) Empathic conformity
- e) Dentists take full responsibility for the treatment process and offer ready made solutions

249. What gives dentally anxious patients a sense of control over the situation:

- a) Shared decision making concerning treatment plan
- b) Patients right to refuse proposed treatment plan
- c) Creating a signal system**
- d) They can leave dental surgery at any time and any moment of the treatment
- e) The patient has the right to refuse to sign an informed consent

250. Which of the following is true about obsessive-compulsive disorder (OCD):

- a) OCD is a type of panic disorder never going with other disorders
- b) OCD is a type of anxiety disorder
- c) OCD is a type of phobic disorder
- d) OCD is characterized by an abnormal good mood
- e) OCD is characterized by ritualistic behaviors**

251. Indicate the correct answer:

- a) Compulsions are repetitive pleasurable thoughts
- b) Compulsions are recurrent painful and intrusive thoughts
- c) Obsessions and compulsions are reverse conditions
- d) Obsessions are recurrent painful and unwanted thoughts**
- e) Obsessions are repetitive actions

252. Indicate the correct answers? People with obsessive-compulsive disorder:

- a) Usually realize that obsessions are unrealistic intrusive thoughts**
- b) Are not sure if the obsessions are real or not**
- c) Rarely believe that obsessions are real**
- d) Are not aware they are having anxious thoughts
- e) Realize they have anxious thoughts, but in time accustom to them

253. Indicate the correct answers:

- a) Compulsions are always thematically related to obsessions
- b) Compulsions may not be thematically related to obsessions**
- c) Compulsions might be repetitive actions - washing, checking, tidying**
- d) Compulsions might be repetitive mental activities - counting, repeating**
- e) Compulsions occur mainly in adulthood

254. Which of the following are true about obsessive-compulsive disorder (OCD):

- a) OCD involves anxious thoughts and repetitive behaviors**
- b) Obsessions are recurring unpleasant thoughts**
- c) Fear of contamination and excessive hand washing are diagnostic criteria for OCD**
- d) OCD does not affect quality of life
- e) OCD affects only females

255. Which certain symptom dimensions are common in OCD

- a) **Contamination obsessions and cleaning compulsions**
- b) Perfection obsessions – excessive hair combing
- c) **Symmetry obsessions -repeating ordering compulsions**
- d) **Harm obsessions – checking compulsions**
- e) All of the above are true

256. Indicate the correct answer:

- a) Schizophrenia is a memory disorder
- b) Schizophrenia is a psychotic disorder
- c) Schizophrenia is a personality disorder
- d) Schizophrenia is a thought disorder
- e) **None of the given answers is correct**

257. What are the main diagnostic criteria of schizophrenia:

- a) **Presence of hallucinations**
- b) **Presence of delusions**
- c) Presence of fantasies
- d) **Presence of catatonia**
- e) **Presence of disorganized thoughts (speech)**

258. Which of the listed below are true:

- a) Schizophrenia is featured only by the presence of positive symptoms
- b) Schizophrenia is featured only by the presence of negative symptoms
- c) **Schizophrenia has both positive and negative symptoms**
- d) Schizophrenia has neither positive nor negative symptoms
- e) **Schizophrenia is accompanied by disorders in the expression of emotions**

259. Which of the following are true:

- a) Hallucinations are always a mental disorder symptom
- b) **Hallucinations can occur without the presence of a mental disorder**
- c) **A hallucination is a false perception of things for which there is no external stimulus**
- d) Hallucinations affect certain sensory modalities
- e) **Hallucinations can affect all sensory modalities**

260. Indicate the correct answer. Illusions are:

- a) Symptom of risk of or presence of mental disorder
- b) Positive hallucinations
- c) Negative symptoms
- d) Related to the incorrect "decoding" of information from an external stimulus**
- e) Illusions are dreams

261. Negative symptoms of schizophrenia are:

- a) Asphyxia
- b) Avolition**
- c) Alogia**
- d) Anhedonia**
- e) Asociality**

262. Indicate the correct answer:

- a) Depression disorder belongs to affective disorders**
- b) Depression disorder disturbs cognitive abilities
- c) Depression disorder belongs to disorders of emotions
- d) Depression disorder belongs to anxiety disorders
- e) Depression disorder affects consciousness

263. Indicate the correct answers. Depressions differ in their:

- a) Duration**
- b) Polarity (polarity)**
- c) Etiology**
- d) Severity**
- e) Clinical manifestations**

264. Which of the following are main depression criteria:

- a) Sleep disturbance**
- b) Eating disorders**
- c) Aggression
- d) Feelings of worthlessness or excessive or inappropriate guilt**
- e) Sorrow

265. Indicate the correct answers:

- a) **Depressions can cause sleep, eat, work ability disturbances**
- b) **Increased irritability exhibit is a depression feature**
- c) Depressions always go with suicidal thoughts
- d) People with depression disorder blame others for their condition
- e) A certain traumatic event may not lead to depression, but only to a short-term mood problems

266. Which of the following describes the term "dysthymia":

- a) A short-term disorder characterized by a lack of behavioral changes
- b) A short-term disorder characterized by hypersomnia, overeating and fatigue
- c) Short-term disorder due improper functioning of the thymus gland
- d) Prolonged depressive disorder that does not affect children or adolescents
- e) **Affective disorder lasting at least 2 years**

267. Indicate the correct answers. Depending on the number of main and additional symptoms, depressive periods are divided into:

- a) **Mild depressive episode**
- b) **Moderate depressive episode**
- c) **Severe depressive episode**
- d) **Short depressive episode**
- e) **Persistent depressive episode**

268. Which of the following is true:

- a) Dementia is a behavioral disorder
- b) **Dementia is a cognitive disorder**
- c) Dementia does not affect people in middle adulthood
- d) Dementia is a personality disorder
- e) Dementia is the main symptom of aging

269. Indicate the correct answers:

- a) **Dementia onset may be undetected**
- b) **Dementia begins with delirium**
- c) **Dementia can be a symptom of other diseases**
- d) Dementia cannot affect adult people
- e) **Dementia does not always have clear etiology**

270. Which of the listed below can be trigger factors of dementia onset:

- a) **Alzheimer's disease**
- b) Autism
- c) **Vascular Dementia**
- d) **Brain injury**
- e) Schizophrenia dementia

271. Which of the following functions may be impaired in dementia:

- a) **Caution**
- b) **Decision making**
- c) **Learning and memorizing**
- d) **Verbal communication difficulties**
- e) **Difficulties in driving and spatial orientation**

272. Which of the following belong to the three "A" dementia syndrome?

- a) **Aphasia**
- b) Apathy
- c) **Apraxia**
- d) Atrophy
- e) **Agnosia**

273. The founder of cognitive-behavioral therapy is:

- a) Albert Ellis
- b) Alfred Adler
- c) **Aaron Beck**
- d) Albert Bandura
- e) Alfred Binet

274. Which of the following are basis for cognitive-behavioral therapy onset:

- a) **Behaviorism**
- b) **Psychoanalysis**
- c) **Cognitive psychology**
- d) Gestalt therapy
- e) Art therapy

275. Which of the following is true about automatic thoughts:

- a) **Automatic thoughts are dysfunctional**
- b) **Automatic thoughts affect mood**
- c) Automatic thoughts do not affect behavior
- d) Automatic thoughts are related to habits
- e) Automatic thoughts are another person's thoughts that we share

276. Indicate the correct answers:

- a) **Automatic thoughts affect emotions**
- b) **Negative automatic thoughts coping affects core beliefs**
- c) Mostly young aged personalities have automatic thoughts
- d) Managing automatic thoughts makes people happy
- e) Automatic thoughts are manifested during reasoning (logical thinking)

277. Indicate the correct answers.

- a) Defense mechanisms are the core issue of cognitive-behavioral therapy
- b) **Cognitive behavior therapy initially emphasizes the present**
- c) Cognitive behavior therapy initially emphasizes the childhood
- d) **Cognitive-behavioral therapy is educative**
- e) Cognitive-behavioral therapy is effective only for depressive disorders

278. Which of the listed belong to cognitive-behavioral therapy tools?

- a) Hypnosis
- b) **Implosion therapy**
- c) Flooding therapy
- d) Dream analysis
- e) **Thoughts stopping technique**

Part 6

COMMUNICATION IN DENTAL PRACTICE

279. Which of interactions bellow describes comprehensively daily dental practice communication?

- a) Between team members
- b) Communication with patients
- c) Internal - between team members and external - with dental services consumers**
- d) Communication with institutions
- e) Communication with distributors of medical equipment

280. Indicate the correct answers. Communication is:

- a) Process of encoding, transfer and decoding of information**
- b) Transfer of information
- c) Encoding and decoding messages
- d) Always intentional
- e) Thoughts exchange

281. Which of the following are true?

- a) Communication skills are key to developing social contacts**
- b) Effective communication is essential for teamwork conflict management**
- c) Effective communication is a key skill for being a good manager**
- d) Dentist's communication skills can benefit patient's health related behavior**
- e) Communication is based mainly on the power of speech

282. Indicate the correct answer. What are the main forms of communication:

- a) Verbal and non-verbal communication**
- b) Spoken, verbal communication and body language
- c) Gestures and facial expressions
- d) Written communication
- e) Active listening

283. Verbal communication involves:

- a) Speech, oral communication, voice strength and timbre
- b) Spoken, oral and written communication**
- c) Body language and written communication
- d) Body language and chats on social networks.
- e) Ability to express clearly

284. Which of the listed does not belong to non-verbal communication?

- a) Body posture and movements
- b) Gestures
- c) Silence
- d) Communication in social networks**
- e) Artifacts

285. Which does not belong to non-verbal communication?

- a) Body language
- b) Voice strength and timbre
- c) Written communication**
- d) Facial expressions and facial expressions
- e) Chats and social networks

286. Verbal communication has:

- a) Content**
- b) Clarity**
- c) Expressiveness**
- d) Gestures
- e) Facial expression

287. When working with patients dentistst should avoid words like:

- a) Pain**
- b) Drill**
- c) Discomfort
- d) Cut**
- e) Operating field

288. When working with patients dentists should avoid words like:

- a) Remove
- b) Injection**
- c) Destroy**
- d) Pain**
- e) Anesthesia

289. Indicate the false:

- a) Non-verbal communication is culturally sensitive
- b) Non-verbal messages cannot be confronted with verbal ones**
- c) Non-verbal messages are usually unconscious
- d) Non-verbal channels are not important for communication process**
- e) Non-verbal communication always goes with verbal communication**

290. Indicate the false:

- a) Non-verbal communication is not culturally sensitive**
- b) Non-verbal messages contradict with verbal ones
- c) Nonverbal messages usually are not unconscious**
- d) Non-verbal channels are important for communication relationships
- e) One of the non-verbal channels is called proxemics

291. Which statements about non-verbal communication are true:

- a) Nonverbal messages can be exchanged a telephone conversation**
- b) Nonverbal signals can convey emotions**
- c) Nonverbal communication originated before verbal communication**
- d) All the very same nonverbal messages around the world are interpreted in the same way
- e) The very same nonverbal messages can have different meaning**

292. How many expressions people faces are capable to make?

- a) Over 100
- b) Over 300
- c) Over 500
- d) Over 1000**
- e) None of the above

293. Body posture and gestures can show us:

- a) **Firmness**
- b) **Attitude towards the interlocutor**
- c) **Control over the situation**
- d) The intellectual level of the interlocutor
- e) All of the above

294. Which of the listed belongs to non-verbal communication?

- a) **Silence**
- b) **Voice and timbre**
- c) **Facial expression**
- d) The official correspondence
- e) **Keeping physical distance in certain situations**

295. Which of the listed belongs to non-verbal communication?

- a) **Appearance**
- b) **Clothing and artifacts**
- c) **Surroundings**
- d) Grammar rules
- e) **Olfactics**

296. Clothing and accessories, as part of nonverbal communication, can be clue of:

- a) **Hygiene habits**
- b) **Belonging to social groups and achievements**
- c) **Social status**
- d) Intellectual development
- e) Bad taste

297. What is the meaning of the term "proxemics"?

- a) **Spatial – human use of space in communication process**
- b) The spatial location of the person
- c) The necessary living space
- d) The degree to which we allow closeness in communication process
- e) Hierarchy of communicators

298. The intimate zone around the person is:

- a) **Up to 60 cm**
- b) Up to 25 cm
- c) Up to 90 cm
- d) Up to 150 cm
- e) The body itself

299. The personal space around the person is:

- a) 150 – 200 cm
- b) 120 – 150 cm
- c) 200 – 500 cm
- d) 0 – 50 cm
- e) **60-120 cm**

300. Social space is:

- a) The space of interactions and social contacts between relatives and colleagues
- b) The space where every dental treatment is performed
- c) The space social events happen, such as concerts
- d) **Space where business communication takes place**
- e) **A space where physical contact during communication is not well accepted**

301. Treatment, especially dental treatment, is carried out in:

- a) **The intimate patient's space**
- b) The personal patient's space
- c) The patient's social space
- d) The public patient's space
- e) All of the above are true

302. What is the main goal of effective dentist – patient communication?

- a) **By increasing the patient's knowledge and understanding of their oral health conditions, patients can make the best decision about their treatment**
- b) Increasing the patient's knowledge and understanding of their oral health conditions and enhancing mutual empathy
- c) Guiding the patient to the most appropriate treatment
- d) Understanding the patient's problems and giving solution advices
- e) **To increase patients' health literacy and health culture**

303. Patient's assessment of the treatment depends on:

- a) Quality of the treatment performed
- b) The amount paid for the treatment
- c) The perception of the outcome minus the expectations**
- d) The assessment of close to the patients people
- e) All of the above

304. Which of the following are essential for the patient when communicating with a dentist:

- a) Dentist shows empathy**
- b) Friendly attitude**
- c) Patient does not feel loss of control during the treatment procedure**
- d) Insight into patient's family problems
- e) Sharing common views

305. Which of the following are essential for the patient when communicating with a dentist:

- a) Getting information about the state of his dental health and treatment.**
- b) Getting information about possible treatment alternatives**
- c) Empathy**
- d) Patient feels comfortable
- e) Understanding and sympathy for his life problems.

306. How many first dental visit communication stages are there:

- a) 3 **b) 5** c) 6 d) 4 e) 7

307. Which of the listed stages are part of the communication algorithm with patients who visit a dental office for the first time?

- a) Initial contact – booking an appointment and meeting at the dental treatment facility**
- b) Clinical examination**
- c) Discussing the current political situation
- d) Discussing inflation and price increases
- e) Discussing the treatment plan**

308. Which of the listed stages are part of the communication algorithm with patients who visit a dental office for the first time?

a) Discussing upcoming trips and vacations

b) Discussion of treatment plan

c) Discussing family problems

d) Discussion of the cost of treatment

e) Discussion of the economic situation and its impact on the prices of dental services

309. During the initial contact with the patient on phone it is important to:

a) The receptionists first announce the name of the clinic, introduce themselves and ask how they can be helpful

b) The receptionist records patient's appointment

c) The receptionist explains to the patient basic rules to be followed in the clinic

d) The patient must be convinced that the treatment will be painless

e) To refer the patient to another dentist

310. The most appropriate address to patients is:

a) First name and "you" - form of address

b) Surname and formal address way

c) As the dentist prefers

d) It is not necessary to use a name, "madam" and "sir" are enough

e) First name and polite way of address

311. During the clinical examination the dentist must:

a) Provide the most comprehensive information about patient's oral health conditions

b) Encourage the patient to make more efforts towards good oral health

c) Suggest to the patient about the bad condition of his dentition

d) The patient does not need informed The decision is made by the doctor.

e) To save information about an detected health problem and share it with the spouse

312. A basic rule when discussing the treatment plan is:

- a) Treatment options to be reduced to one or two
- b) Treatment options should be presented from the most traditional and cheapest, to the most modern and expensive method**
- c) The treatment options should be presented from the most modern and most expensive method to the most traditional and cheapest method
- d) The option most preferred by the doctor is presented first
- e) There is no specified order of presentation

313. The following apply to informed consent:

- a) Transfers responsibility for treatment to the patient
- b) Shares responsibility between the doctor and the patient**
- c) Does not exempt the dentist from responsibility for the treatment performed**
- d) It is signed at the end of the treatment
- e) It is signed immediately before the treatment

314. Patients should know that the prices of dental services are:

- a) Formed as a result of many factors - time for the procedure, costs of materials, laboratory work, overheads, personnel costs, etc.**
- b) Very low
- c) Very high
- d) As a result of the economic situation and especially as a result of high oil prices
- e) Unreal

315. Basic rule when discussing the cost of treatment:

- a) The patient is seated in the dental chair in the starting position, and the doctor is standing next to him in direct eye contact with the eyes at the same level**
- b) The patient and the doctor are having a friendly conversation, even better if they are drinking coffee, and the doctor mentions what the cost of the treatment will be
- c) The doctor authorizes other staff members
- d) The patient and the doctor are in a sitting position and have direct eye contact with the eyes at the same level**
- e) The doctor informs the patient about the cost at the end of the treatment

316. At the end of the visit, the dentist must make sure that:

- a) The patient has understood the instructions given to him, and they are asked to repeat**
- b) The patient has paid
- c) The patient did not forget his belongings in the medical facility
- d) The patient has booked another appointment
- e) The patient is satisfied with the service provided

317. Which of the listed is recommended:

- a) To reduce communication with the patient to the minimum possible
- b) To instill in the patient a sense of inferiority and guilt
- c) Agree with all wishes of the patient
- d) Address the patient by name from the beginning to the end of the visit**
- e) To tell cheerful stories to reduce the patient's anxiety

318. Conflicts in dental practice are:

- a) Internal - between team members**
- b) External – with users of dental services**
- c) Family - conflict in the family of some team member
- d) Social - conflicts as a result of the socio-economic situation
- e) Internal - reflect the doctor's unspoken hesitations about the treatment

319. To avoid internal conflicts, it is necessary:

- a) To have clearly written action protocols**
- b) Every member of the team can do what they want
- c) Members of the team have common professional goals
- d) Team member are under constant stress**
- e) Conversations between team members should be limited to professional topics only

320. To deal with conflict situations with patients, it is important that the dentist:

- a) To respect the patient's opinion**
- b) Listen actively**
- c) Take control of the situation and develop an action plan**
- d) To behave domineeringly and arrogantly, convinced of his own rightness
- e) To fulfil all requests of the patient