English as Second Language

Name: _____ **Hospital:** _____

Part I – Conversations at the Hospital

Direction: Read and analyze the hospital conversations then tell whether the following statements are true (correct) or false (incorrect).

1st Touch Point Service

Nurse: Good morning Ma'am, please check if your name, birthday and passport no. are correct.
Patient: Yeah it's all right.
Nurse: Let me ask you with few questions Ma'am. Do you have fever?
Patient: No, I'm good.
Nurse: Any cough, colds or runny nose?
Patient: No, I don't have.
Nurse: How about sore throat?
Patient: My throat is quite itchy, I think it's because I had eaten some sweets.
Nurse: Have you been to high risk places in the past 14 days?
Patient: I'm just staying at home.
Nurse: Thanks for answering all the questions Ma'am. Please follow the Nurse and proceed to the next station to measure your vital signs.
Patient: Thank you Nurse.
Nurse: You're welcome Ma'am.

1. The nurse asked the patient to check if her details (name, birthday and passport no.) are correct.
2. The patient's symptoms are cough, cold and runny nose.
3. The patient has been to high risk places in the past 14 days.
4. The patient's throat is quite itchy because she had eaten some sweets.
5. The patient needs to follow the nurse and proceed to the next station to measure her vital signs.

Direction: Complete the conversation below by rearranging the jumbled letters to create words.

Patient Consent Forms

Staff: Good morning Ma'am, kindly fill out this **6. (o m f r)** _____.
Patient: What is this form?
Staff: It is a **7. (o t e n c s n)** _____ form, Mrs. Wayne.
Patient: What am I **8. (g n s n e c n t i o)** _____ to?
Staff: To place yourself 9. **(n r u d e)** _____ our care. Please read the paragraph before signing the form.
Patient: Okay I understand.
Staff: Do you have any questions Ma'am?
Patient: No, it's fine. What about the top part?
Staff: We will **10. (i r e t w)** _____ that part in for you. Thank you Ma'am.

LIVEWORKSHEETS

Direction: Read and analyze the hospital conversations then answer the questions that follow.

Patient's asking directions

Situation 1

Visitor: Excuse me. Where is the wash room?

Staff: Go straight to Auntie Anne's then turn left you'll find the toilet Ma'am.

Visitor: Thank you.

Staff: You're welcome.

Situation 2

Visitor: Where can I buy some presents?

Staff: Sir, we have gift shops in the lobby on the first floor. And 7/11 convenience store at the 2nd floor of this building.

Situation 3

Visitor: Excuse me. Where's the food court?

Staff: Hello Ma'am, the food court is on the 4th floor near the parking lot. We also have few restaurants that you can choose from downstairs

Visitor: Thanks for the information.

Staff: Glad to help Ma'am.

Situation 4

Visitor: Where can I buy some coffee?

Staff: You have the following choices Ma'am;

*Starbucks at the 1st floor of Building B

*The Humble Crumb, Grand Canyon or 7/11 at the 2nd floor of this building

Visitor: That's great! Thank you so much.

Staff: It's my pleasure to help Ma'am.

Comprehension questions:

11. Where can visitors buy some presents?
   a. Gift shops on the 2nd floor
   b. Gift shops on the 1st floor

12. Can the visitors buy coffee at the humble crumb on the 2nd floor?
   a. No, they can't
   b. Yes, they can

13. What is near Auntie Anne's location (left side of it)?
   a. It is the toilet.
   b. It is the emergency room.

14. Is there any restaurant to choose from on the rooftop?
   a. Yes, there is
   b. No, there isn't

15. Where can visitors find the food court?
   a. It is on the 4th floor near the parking lot.
   b. It is on the 14th floor near the parking lot

LIVEWORKSHEETS

Part II – Active listening

Direction: Watch the video below and click the link, then complete the statements based on the video.

Daily Hospital phrases

provide	feel	well	inconvenience	recovery
worry	shortly	great	understanding	assistance

Click the **BOX** to open the video clip **LINK**.

16. I'll get back to you _____

17. Thank you for your kind _____

18. Have a _____ day ahead!

19. We hope you get _____ soon

20. We're very sorry for the _____

21. If you need any _____, please let us know

22. We are happy to _____ you with excellent medical care

23. How do you _____ right now?

24. We're praying for your fast _____

25. Don't _____! We are here to take good care of you

Direction: Watch the video below and click the link, analyze the given situation and choose which question should be asked to the patient.

Asking Patients information

Click the **BOX** to open the video clip **LINK**.

26. The nurse would like to know if the patient has been exposed to high risk areas.

27. The hospital staff would like to know if the patient needs some help.

28. The CSR wants to confirm if the patient has previous record at the hospital.

29. The nurse is asking if the patient has symptoms

30. A polite way of telling the patient to wait for a while.

LIVEWORKSHEETS

Part III – Vocabulary practice

Direction: Rearrange the jumbled letters to come up with the correct word or group of words as alternatives of "according to".

Alternatives: According to

31. in (tgrnaemee) _____ with

32. as (pedretor) _____ by

33. in the (pnionio) _____ of

34. as (ldveieeb) _____ by

35. (aedmcli) _____ by

Direction: Distinguish whether the following is an alternative for "I will find out" or "You will find out".

Alternatives: I will find out

36. I'll get back to you on that one.

37. That requires a bit more research first.

38. That's not my area of expertise, I'll ask someone else.

39. If you have no idea about these strategies, please do a thorough research.

40. Please look that up for me.

Direction: Distinguish if the given sentences states "I'm busy" or "As I said before"

Alternatives: I'm busy or As I said before

41. My agenda is full.

a. I'm busy b. As I said before

42. Buried with work.

a. I'm busy b. As I said before

43. As previously stated...

a. I'm busy b. As I said before

44. I'm tied up...

a. I'm busy b. As I said before

45. Earlier, I explained...

a. I'm busy b. As I said before

LIVEWORKSHEETS

Part V: Parts of an Email

Direction: Label the following examples with the correct part(s) of an email.

Salutation | Opening Sentence | Body of the email | Closing sentence | Signature

I am reaching out about...

I'm getting back to you about...

This is to follow up from...

As discussed in the foregoing discussion...

46.

I hope you had a great start to the week.

I trust you're doing fine.

I hope you're all fun and frolic.

I hope this email finds you well.

47.

Best Wishes,

Yours Sincerely,

Have a pleasant day ahead.

Best,

Cheers!

48.

Good Morning Mr. (last name)

Hello Ms. (last name)

Dear Ms. (last name)

Mr. (last name) A very good morning!

Hey! (first name)

49.

I look forward to hearing from you soon.

Looking forward to a prompt response.

I'd appreciate your prompt attention to this matter.

Please advise, as necessary.

50.

LIVEWORKSHEETS