

MID TERM EXAMINATION

Direction: Click the given [link](#) and [listen](#) actively to the [audio file](#). Choose the **appropriate response** to each question asked by the patient.

Topic: Greeting Patients

- 1-2. **a.** Can I have your hospital card or passport for registration ma'am?
 b. Good morning ma'am. How may I help you today?
- 3-4. **a.** Please put it here and take a seat
 b. Here is your queue number and have a seat ma'am
- 5-6. **a.** Can I have your appointment slip ma'am?
 b. He is not yet here, can you wait?
- 7-8. **a.** Kindly proceed to the nurse station to measure your vital signs
 b. Just wait for the nurse to call you
- 9-10. **a.** Okay and go to the nurse counter.
 b. It is my pleasure. Have a great day.

Topic: First Touch Point Service

- 11-12. **a.** Do you previous record with us ma'am?
 b. Take a seat and wait.
- 13-14. **a.** Sir, what are your symptoms?
 b. Why? What happened?
- 15-16. **a.** Do you have colds or runny nose?
 b. What have you eaten in the last 3 days, anything sweet?
- 17-18. **a.** It will take around 30 minutes; you may take a seat ma'am.
 b. I don't know so let's wait for the doctor to call you
- 19-20. **a.** I'm not sure. I will let you know later.
 b. That's all for now. Thank you for answering all the questions.

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Topic: *Asking Patient's Symptoms*

- 21-22. a. What are your symptoms Ma'am?
b. What did you do?
- 23-24. a. Do you have fever?
b. Did you take medicine?
- 25-26. a. Is it too much?
b. How long did it last?
- 27-28. a. Yes, you have to worry about it.
b. Don't worry; it looks like you just have a very bad cold.
- 29-30. a. Okay you're welcome
b. Feel better soon ma'am.

Topic: *Basic Medical Vocabularies*

- 31-32. a. The nurse will check your vital signs
b. The customer service will check your vital signs
- 33-34. a. Kindly do fasting for 8 hours
b. Kindly do fasting for 80 hours
- 35-36. a. I'm not so sure
b. The lab test result will be out in an hour
- 37-38. a. For how long did he discuss in the class?
b. For how long did he lose consciousness?
- 39-40. a. I will administer a hydromorphone for the pain.
b. I don't know, the doctor just gave it.

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Topic: *Asking Patient's Information*

- 41-42. a. morning, how can I help you?
b. Yes, why?
- 43-44. a. It is common, don't worry
b. For how long have you had these symptoms?
- 45-46. a. What is your pain intensity?
b. Does it hurt?
- 47-48. a. Where?
b. Which department are you looking for?
- 49-50. a. When did you first notice these symptoms?
b. Where did you get it?