G5 ENGLISH CLUB

**Direction:** Click the given **link** and **listen** actively to the **audio file**. Type (in each provided space) the exact and correct **vocabulary** that you have listened to.

***Topic: Receiving Patient Calls***

**1-2.** Good morning, this is Charlie from Telecare services speaking. How may I _____ you today?

**3-4.** Can I have your full name _____?

**5-6.** Kindly confirm your _____ of birth

**7-8.** Thank you and I'll _____ you with our nurse for further assistance.

**9-10.** Before we proceed, I need to ask for some personal _____.

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

***Topic: Explaining Medical Risks***

**11-12.** **a.** We're just doing our job, thank you for calling.
**b.** It is my pleasure to help you and have a great day!

**13-14.** **a.** Absolutely! Your health is our priority. Let's schedule a follow-up appointment.
**b.** Of course you are making the right choice.

**15-16.** **a.** That's understandable but it's important to know that refusing treatment can lead to worsening of your condition.
**b.** No need to worry it was just a common flu like symptom.

**17-18.** **a.** Common side effects might include nausea or fatigue, but they are often manageable. The benefits of the treatment usually outweigh these risks.
**b.** I don't know so let's wait for the doctor to answer your questions.

**19-20.** **a.** Then we need to cancel your appointment now.
**b.** If you choose not to proceed, we can set up regular check-ups to monitor your health and discuss alternative options as needed.

LIVEWORKSHEETS

**Direction:** Click the given **link** and **listen** actively to the **audio file** (short dialogue) then answer the **comprehension questions** in each number.

***Topic*: Providing Assistance**

**21-22.** What did the nurse ask from the patient upon answering the call?

a. The nurse asked for the patient's hospital number
b. The nurse asked for the patient's full name

**23-24.** How did the patient describe his symptoms?

a. It's a sharp pain that radiates to his left arm
b. It's a sharp pain that radiates to his whole body

**25-26.** Did the patient complain about shortness of breath or dizziness?

a. Yes, he's in really painful situation
b. No, nothing like those symptoms

**27-28.** How did the patient rate his pain?

a. On a scale of 1 to 10, it's around 8
b. On a scale of 1 to 10, it's around 9

**29-30.** To whom the patient will be connected after talking to the nurse?

a. The patient will be connected with the customer service representative
b. The patient will be connected with the TeleCare doctor shortly

**Direction:** **Rearrange** the jumbled letters (correct spelling of words) to **transfo2rm** the following direct statements into **polite sentences.**

***Topic*: Polite English – Softening Direct Sentences**

**31.** I **(epzgaiolo)** _____ for what I have done.

**32.** It was a **(lapsereu)** _____ speaking with you.

**33.** I'd be very **(atreulgf)** _____ if you could extend a helping hand.

**34.** **(hTkna oyu)** _____ for your time, I have to go now.

**35.** **(xuEsec em)** _____ ma'am, may I ask few questions?

LIVEWORKSHEETS

**Direction:** **Determine** if the following responses and statements are **correct** or **incorrect** when handling patient's complaint.

***Topic*: Handling Patient's Complaint**

**36.** Would you mind telling us what happened?

**37.** We'll get back to you slowly and you need to wait first.

**38.** Rest assured we will raise this concern promptly.

**39.** Please don't expect to hear from us by the end of this week.

**40.** That isn't possible but I can give you an alternative instead.

**Direction:** **Identify** the appropriate basic medical vocabulary shown in each **photo.**

***Topic*: Basic Medical Vocabularies**



**41.** c - - - h



**42.** d - - - - - - a



**43.** s - - e t - - - - t



**44.** n - - - - a



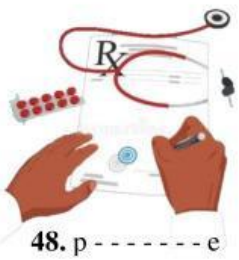
**45.** h - - - y b - - - - - - - g



**46.** t - - - - - - - - - - e



**47.** r - - - - s



**48.** p - - - - - - - e



**49.** v - - - t



**50.** a - - - - - - - - r

LIVEWORKSHEETS