English as Second Language

Name: _____ **Position:** _____

Part I: Reading Comprehension

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

Patient Symptoms

Nurse:	Good morning Ma'am, how can I help you?
Patient:	I'm not quite feeling good.
Nurse:	What are your symptoms Ma'am?
Patient:	I have a runny nose, sore throat and a bad cough.
Nurse:	Do you have fever?
Patient:	I feel a bit hot and nurse I also sneeze a lot. Last night I had a nose bleed.
Nurse:	How long did it last?
Patient:	Only a few minutes. Is it very serious?
Nurse:	We're not sure as of the moment Ma'am. We're going to do rapid test (Covid19 swab test) and wait for the results in an hour.
Patient:	What should I do?
Nurse:	Let's wait for the results; you can have a seat Ma'am.
(After 1 hour the results are in)	
Nurse:	Your swab test results are in, you can now consult the Doctor.
Patient:	Am I Covid19 positive? I'm so worried.
Nurse:	No need to worry Ma'am. It looks like you just have a very bad cold, maybe an allergy due to sudden weather changes.
Patient:	Thank you so much Nurse.
Nurse:	You're welcome and get well soon Ma'am. Feel better soon.

Comprehension questions:

1. What are the patient's symptoms?
   a. Runny nose, sore throat and bad cough
   b. Cough, fever and colds
2. What kind of test does the patient need to undergo?
   a. Laboratory test (Blood test)
   b. Rapid test (Covid19 swab test)
3. Is the patient detected with covid19?
   a. Yes, she is.
   b. No, she isn't.
4. Did the patient experience nose bleed?
   a. Yes, she did.
   b. No, she didn't.
5. What is the nurse's perception on the cause of patient's symptoms?
   a. She thought it was a very bad cold, maybe an allergy due to sudden weather changes.
   b. She thought it was covid19 because of her symptoms.

LIVEWORKSHEETS

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.

6. The nurse asked the patient to check if her details (name, birthday and passport no.) are correct.

7. The patient's symptoms are cough, cold and runny nose.

8. The patient has been to high risk places in the past 14 days.

9. The patient's throat is quite itchy because she had eaten some sweets.

10. 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.

Admission to the Hospital

CSR: Hello Ms. Athena, you are here to see Dr. Nash. How may I help you?
Patient: Yup but can I ask some question, how do I pay?
CSR: You can pay by cash, credit card or with your **11.(unacnersi)**_____. Please fill out this form.
Patient: My insurance company will pay. Here's my insurance card.
CSR: Thank you Ma'am. Do you **12.(anwt)** _____ to have a VIP room or standard room?
Patient: How much are they?
CSR: The VIP room is 6,000 baht and a standard room is 2,800 baht plus 950 baht nursing **13.(eiscvre)** _____ charge.
Patient: Any other expenses?
CSR: Yes, the doctor's fees and treatment costs.
Patient: I will take a **14.(drstaand)** _____ room. Can I use mobile phone?
CSR: Yes, you can.
Patient: How about the visiting hours?
CSR: **15.(Vsitsiro)** _____ can come anytime between 9:00 am and 7:00 pm.
Patient: What about meals?
CSR: There is a menu in your room. You can order from room service anytime until 7:30 in the evening. If your doctor has ordered a special diet for you, our dietitian will come to your room. The cost will be separated. Do you have any more questions?
Patient: No, not at the moment.
CSR: The orderly will take you up to your room. Please contact a nurse if you need any help. Have a speedy recovery Ma'am!

LIVEWORKSHEETS

Part II: Active Listening

Direction: Actively listen to the audio file and choose the best words to complete the given sentences.

Slower	Yourself	Own	Song	Accent
Watch	Imitate	Practice	Sounds	Break

How to Improve your English Pronunciation?

16. Decide what _____ you want to have

17. _____ the words down into sound

18. Talk _____

19. _____ an English expert

20. Practice on your _____

21. Listen to _____

22. _____ yourself

23. Find a _____ partner

24. Sing a _____

25. Practice English _____

Direction: Actively listen to the audio file and choose the best words to complete the given sentences.

Polite English: Does It Really Matter?

Column A	Column B
26. Use Questions Instead of Statements	**A.** Say things in a way that sounds more flexible, softening the use of language and choosing the appropriate words to use.
27. Use Vague (Unclear) Language	**B.** Instead of telling people to help with tasks, you can turn your statement into a question.
28. Use Modal Verbs to Soften Requests	**C.** Done by addressing an issue without putting the blame on anyone in particular
29. Use the Passive Voice	**D.** Make your English more polite is to switch to this tense.
30. Switch to the Past Tense	**E.** Use would, could, will, can, should, must, might and shall to make any question or statement sound more polite.

LIVEWORKSHEETS

Part III: Grammar Recall

Direction: Complete the table by filling out the needed information.

S+was/were+V(ing)+object	She had gone when we arrived at the ER.	
Past Perfect Continuous	Past Perfect	Simple Past

Past Tense of the Verb		
Past Tense (type)	**Structure (formula)**	**Examples**
31. _____	S + V2 + object	He ***went*** downtown to receive his first dose of covid19 vaccination.
Past Continuous	**32.** _____	As I checked the annual report, my Director ***was starting*** a conference at zoom apps.
33. _____	S + had + V3 + object	**34.** _____ _____
35. _____	S + had + been + V(ing) + object	He ***had been*** drinking milk out the carton when the nurse came into the room to check his vital signs.

Direction: Evaluate the given sentences and apply the use of appropriate words in accordance to the grammar rule that needs to be applied on.

Present Tense of the Verb

a. Simple Present tense (S + V + object)

b. Present Continuous tense (S + is / am / are + verb(ing) + object)

c. Present Perfect tense (S + has / have + V3 + object)

d. Present Perfect Continuous (S + has / have + been + verb(ing) + object)

36. The paramedics have diagnosed her with possible TBI right after the accident.

37. I have been vaccinating patients for half a year now.

38. He undergoes chemotherapy twice a week.

39. He has grown impatient over the last hour because of the long queues.

40. Maria is going to get her covid19 booster shot at Phyathai hospital

LIVEWORKSHEETS

Direction: Complete the statements below with the proper conjunctions.

41. Michael seems to be recovering so fast _____ laboratory tests should be done to make sure regarding his condition.

42. The nurses have been working overtime _____ of the extended covid19 vaccine inoculation in their area.

43. Anna _____ Marie went to the emergency room immediately right after the accident.

44. Kelly is showing symptoms of Chronic Kidney diseases _____ we have to confirm first based on her Doctor's diagnosis.

45. The nurse remained calm _____ the patient is extremely angry over the procedures.

Direction: Distinguish which are the prepositions in the given sentences.

46. I don't work at night because of my sensitive pregnancy.

47. Phyathai 2 hospital is in front of the Royal Thai Army Radio and Television channel.

48. The patient's valuables are on the shelf.

49. You can walk across the road and head toward the hospital.

50. Please proceed to the next station and just walk for five minutes.

LIVEWORKSHEETS