

## ESL 4 Health Listening: Primary, Urgent, or Emergency?

Click play to listen. Choose the correct word to complete the sentences.

So now I'm going to talk a little bit about the \_\_\_\_\_ office, emergency room, and \_\_\_\_\_ care. This is important also when we are talking about \_\_\_\_\_ because the amount of money that you will need to pay for each one of these is different. Usually the \_\_\_\_\_ for the emergency care, depending on the health insurance that you have, but usually it is \_\_\_\_\_ that you will need to pay if you \_\_\_\_\_ health insurance and you go to the \_\_\_\_\_. Okay, so I just want to be clear with that. The \_\_\_\_\_ to go is the \_\_\_\_\_ room. So if you \_\_\_\_\_ it, please try to avoid to go to the \_\_\_\_\_ room. The doctor's office is \_\_\_\_\_ one. Your \_\_\_\_\_ doctor should be your \_\_\_\_\_ call in non-emergency situations. The first reason is because, as I mentioned before, when you have health insurance usually going to the doctor is \$15 \_\_\_\_\_, \$20 \_\_\_\_\_. So going to the doctor's office is \$100, pardon me it's \$15, \$20 per visit. It's a lot \_\_\_\_\_. That's the first reason. The second \_\_\_\_\_ is because your primary doctor already \_\_\_\_\_ you. He knows your \_\_\_\_\_. He knows \_\_\_\_\_ about you. If you don't have an emergency, if it's something that \_\_\_\_\_ one or two days, then you \_\_\_\_\_ to your doctor's office.

\_\_\_\_\_ is when you cannot get in contact with your \_\_\_\_\_ or if something happened to you on Friday and it hurts a little bit and your doctor will be back in the office on Monday and you \_\_\_\_\_ to go then, your second option will be the \_\_\_\_\_. Urgent care usually the copay is between \_\_\_\_\_ and \_\_\_\_\_, depending on the health insurance \_\_\_\_\_ and something good about urgent care is that they do \_\_\_\_\_ usually. And then the \_\_\_\_\_ option is the \_\_\_\_\_. This is when it's \_\_\_\_\_ or something urgent, something if you have \_\_\_\_\_ pain, if you don't feel good at all, if you can, if you feel really bad then you should go to the emergency room because it's \_\_\_\_\_. This one is the \_\_\_\_\_ one, depending on your health insurance, it's between \_\_\_\_\_ and \_\_\_\_\_ that you will need to go, just to go for the emergency room, just to \_\_\_\_\_,

just to if you go and you put your name and the doctor \_\_\_\_\_  
you, between \_\_\_\_\_ and \_\_\_\_\_.

Here we have a table where you can compare, so if you have like  
for example \_\_\_\_\_ throat, if your throat \_\_\_\_\_, if you have  
fever and a fever that is not that high, if you have \_\_\_\_\_ or cold, if  
you have a sinus \_\_\_\_\_, if you have pink eye, if you have a minor  
cut or burn, those are situations you \_\_\_\_\_ with your primary care.  
Then, as I mentioned, the \_\_\_\_\_ when you have a situation and  
you \_\_\_\_\_ for your primary care, so then go to the urgent care. It's  
going to be like \_\_\_\_\_ or \_\_\_\_\_ more and emergency now is when you  
need services \_\_\_\_\_. Okay. So, primary doctor – services  
\_\_\_\_\_, urgent care – \_\_\_\_\_, and emergency room –  
\_\_\_\_\_, at the moment. If you have chest pain, if you are  
\_\_\_\_\_, if you have \_\_\_\_\_ pain, if you are coughing or  
vomiting \_\_\_\_\_, difficulty breathing, okay, so broken bones, that's  
\_\_\_\_\_, at the moment, like I cannot wait. I'm feeling really  
\_\_\_\_\_, so emergency room, call \_\_\_\_\_, or go to your  
emergency room. Okay?

**Answer the questions using complete sentences.**

**1. What is a symptom or injury you should call your doctor about?**

\_\_\_\_\_

**2. Imagine it's 9pm. You have a bad stomachache and you can't sleep. Who should you call or where should you go?**

\_\_\_\_\_

**3. Imagine it's 7pm. Your friend is visiting you and accidentally cuts her finger while chopping vegetables. It is a deep cut and there is a lot of blood. What should you do?**

\_\_\_\_\_