

English as Second Language

Name: _____

Position: _____

Part I – Active listening

Direction: Click the link and watch the video, analyze the given situation and choose which question should be asked to the patient.

Asking Patient's symptoms

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

1. The CSR showed where the patient needs to stay while waiting for the ATK result.
2. A polite way of telling the patient to wait for a while.
3. The CSR wants the patient to relax and wait for the ATK result in a few minutes.
4. The CSR would like to confirm the patient's scheduled appointment.
5. The CSR is asking if the patient has symptoms.

Direction: Click the link and watch the video, then complete the statements based on the video clip.

Handling Patients complaint

shortly	investigate	raise	pleasure	attention
apologize	understanding	expect	happened	option

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

6. _____ to hear from us by the end of this week.
7. Thank you for bringing this to our _____. We appreciate that.
8. Rest assured that we will _____ this concern promptly
9. Would you mind telling us what _____?
10. We do _____ for the inconvenience
11. We'll _____ what's going on and get back to you by [date or time]
12. Let me check first ma'am and I will get back to you _____
13. We really appreciate your kind _____
14. It's my _____ to be of assistance
15. While that isn't possible right now, what I can give you is this _____ instead

Part II: Polite English

Direction: Match column A (common hospital phrases) with the column B (learning topics).

Column A

Column B

- | | |
|---|------------------------------------|
| 16. It is my pleasure to meet you | A. Meeting patients in a room |
| 17. Give us few minutes; I will call our English Translator for further explanation | B. English phrases in the hospital |
| 18. While that isn't possible right now, what I can give you is this option instead Ma'am | C. Handling patient's complaint |
| 19. Ma'am I will put your valuables either on the shelf or in the drawer | D. Basic greetings |
| 20. May I know if you're experiencing these symptoms.. | E. Asking patient's information |

Direction: Choose the polite English phrases that can be used in every day communication.

21. a. Kindly sign the admission form
 b. Sign here
22. a. Are you okay now?
 b. Are you feeling any better now?
23. a. Call me okay?
 b. If you need assistance, kindly call us anytime
24. a. Can I have your passport for registration?
 b. Give me your passport
25. a. It's my pleasure to be of assistance
 b. It's okay

Part III: Basic Medical Vocabularies

Direction: Label the following pictures with the appropriate medical vocabularies.



Milecad hsyiotr

26. _____



Syrrgue

27. _____



Fiatsgn

28. _____



Psrecinprito

29. _____



Tpetumerare

30. _____



Nuoseau

31. _____



Atsamh

32. _____



Lseo cocosniussens

33. _____



Lboarayotr ttse

34. _____



Vaitlsgin

35. _____

Part IV: Reading Comprehension

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

Greeting Patients

- CSR:** Good morning Ma'am. How are you **36. (eneiglf)** _____ right now?
- Patient:** Good morning, I'm good.
- CSR:** Ma'am, today you are **37. (cehlduesd)** _____ for an annual checkup.
- Patient:** Yes.
- CSR:** May I have your hospital card or passport for **38. (terirsaigotn)** _____ Ma'am?
- Patient:** Sure, here it is.
- CSR:** Have a seat Ma'am while we are **39. (rprgnpiea)** _____ your hospital documents. Do you want some water, coffee, juice or any drink?
- Patient:** No worries, I'm good here.
- After 10 minutes...*
- CSR:** Kindly check the details Ma'am; your name, birthday and passport no.
- Patient:** Yes it is all right.
- CSR:** Let's **40. (repedco)** _____ to the next step, this way please Ma'am.
- Patient:** Okay sure.
- CSR:** Here's the nurse to check your vital signs, just relax and feel comfortable Ma'am.

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

First Touch Point Service

- CSR:** Good morning Ma'am, kindly check if your name, birthday and passport no. are correct.
- Patient:** Yeah it's all right.
- CSR:** May I know if you're experiencing some of these symptoms Ma'am? Do you have fever?
- Patient:** No, I'm good.
- CSR:** Do you have cough?
- Patient:** No, I don't have.
- CSR:** Do you have colds or runny nose?
- Patient:** No, nothing.
- CSR:** How about sore throat?
- Patient:** My throat is quite itchy, I think it's because I had eaten sweets.
- CSR:** Have you been to high risk places in the past 14 days?
- Patient:** I'm just staying at home.
- CSR:** Thanks for answering all the questions Ma'am. Let's proceed to the next station to measure your vital signs.

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

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

Admission to the Hospital

- CSR:** Good morning Ms. Athena, you have an appointment with Dr. Nash. Kindly have a seat while we are checking your documents. Can I have your passport ma'am?
- Patient:** Here it is.
- CSR:** Please check if your details are correct ma'am.
- Patient:** Yes it's correct.
- CSR:** Please read the above paragraph in this admission form and after that sign on the lower part ma'am.
- Patient:** I'm done.
- CSR:** Thank you ma'am, we will head to your room in a few minutes. You can seat here while waiting for all the needed documents. Would you like something to drink or snack on ma'am?
- Patient:** No, thanks.
- CSR:** All your documents are ready now; we will assist you to your room ma'am.
- Patient:** Are you going to stay there?
- CSR:** It depends on your preference ma'am; I can stay while waiting for the doctor or specialist to arrive.
- Patient:** I think it's better to have company.
- CSR:** Therefore I will stay in the room ma'am but it wouldn't take long as the doctor will arrive soon.
- Patient:** That's fine with me.
- The CSR and patient arrives at the room**
- CSR:** We are now in the room ma'am is there anything that I can help you with?
- Patient:** No, not at the moment.
- CSR:** The doctor just arrived and he will explain further about the treatment that you need to undergo. If you need assistance, we are more than happy to help you ma'am.

Comprehension questions:

46. What does the patient need to do before signing the documents?
- The patient needs to read the above paragraph in the admission form.
 - The patient needs to read the above paragraph in the waiver form.
47. What is the doctor going to do when he arrived?
- The doctor is going to explain further about the medication.
 - The doctor is going to explain further about the treatment.
48. What did the CSR ask the patient to do while she was checking the documents?
- The CSR asked the patient to take a seat.
 - The CSR asked the patient to sign the documents.
49. What did the CSR offer to the patient while waiting for the documents?
- The CSR offered something to drink or snack on.
 - The CSR offered something to watch.
50. Is the CSR going to stay in the patient's room while waiting for the doctor?
- The CSR is going to stay in the patient's room while waiting for the doctor.
 - It will depend if the patient preferred the CSR to stay with her.