

FINAL EXAM

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

Topic: Patient Consent Forms

- 1-2. a. I think for the medical treatment
b. To place yourself under our care ma'am
- 3-4. a. Just write the needed details
b. We will write on that part for you
- 5-6. a. It is a consent form Mr. Wayne.
b. I don't know, please check the document
- 7-8. a. Kindly sign this document ma'am
b. Just wait for the next step
- 9-10. a. Please read all of this then signature
b. Take your time reading this then sign on the lower part

Topic: At the registration counter

- 11-12. a. For register ma'am
b. For registration ma'am
- 13-14. a. It depends on you ma'am, if you like to go with me
b. Just take a seat while I'm preparing your documents ma'am
- 15-16. a. Sorry for the inconvenience ma'am, I'll edit the details immediately
b. Oh sorry ma'am, it might be a typographical error
- 17-18. a. The nurse will call you to measure your vital signs
b. The csr will call you to measure your vital signs
- 19-20. a. Kindly sign on the lower part of the registration form ma'am
b. Just sign on the lower part and we're done

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Topic: *Asking and Giving Directions*

- 21-22. a. Just go there (pointing to a room)
b. Please follow me, I'll show you where the washroom is
- 23-24. a. We have gift shops in the lobby on the first floor sir.
b. You can ask the staff, I don't know much detail
- 25-26. a. Yes, you can check first
b. Yes, we have few downstairs
- 27-28. a. I'm sorry, I don't know please ask her
b. We have few restaurants at the 4th floor of this building
- 29-30. a. May I know which department you are looking for?
b. What is your mom's name?

Topic: *Bills and Payment*

- 31-32. a. Your total bill is 9,850 baht
b. You can pay 9,850 baht now
- 33-34. a. Yes, of course why not?
b. Yes you can, may I check which one do you have?
- 35-36. a. We have no possible way of checking your credit with that company
b. We can't check it, can you check please?
- 37-38. a. Let me check first, can I have your card?
b. I'm not really sure about it, I don't know yet
- 39-40. a. Okay, keep this receipt. Go there please (pointing the pharmacy)
b. Here's your receipt. Please proceed to the pharmacy for your medications.

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Topic: *Admission in the Hospital*

- 41-42. a.** You can pay by cash, credit card or through insurance company
b. I'm not sure but you can ask the cashier about this
- 43-44. a.** Do you have your driving license?
b. Do you have your insurance policy/card with you?
- 45-46. a.** The VIP room costs 6,000 baht and a standard room is 2,800 baht.
b. I think around 3,000 baht per night, not really expensive
- 47-48. a.** Let's just check later with the cashier
b. Yes, the doctor's fees and treatment costs
- 49-50. a.** I don't know. I will call the translator just wait here
b. There is a menu in your room. You can order from room service anytime.