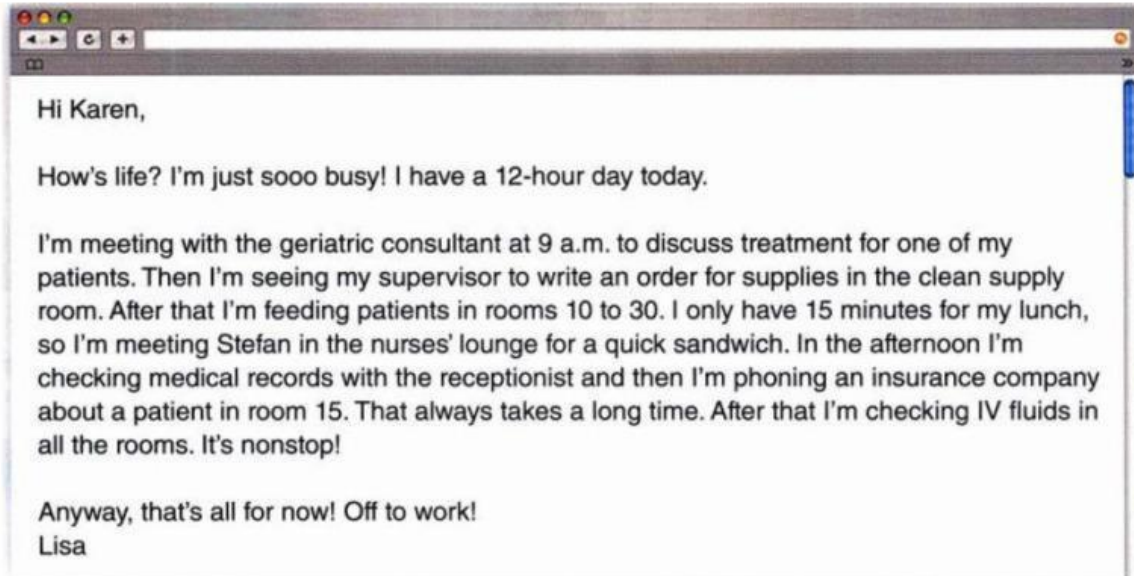




Student's name: \_\_\_\_\_

**PART I. Instructions: Read this email and underline the verbs in the present continuous.**



Are these sentences about the *present* (P) or the *future* (F)?

- 1 Next week I'm working the afternoon shift. (P / F)
- 2 Lea Thibault in room 19 is going home later today. (P / F)
- 3 They're currently checking temperature charts. (P / F)
- 4 We're meeting at the nurses' station at 5.20 for the handover. (P / F)
- 5 I'm looking for more bandages. Can you help me? (P / F)
- 6 Ken's eating his lunch in the nurses' lounge at the moment. (P / F)

**PART II. Match 1-5 to a-e to make expressions to calm a patient.**

- |   |                                |
|---|--------------------------------|
| 1 <input type="checkbox"/> Its OK, I'm  | a) good hands.                 |
| 2 <input type="checkbox"/> Please try   | b) care of you.                |
| 3 <input type="checkbox"/> You're in    | c) here.                       |
| 4 <input type="checkbox"/> The doctor   | d) to relax.                   |
| 5 <input type="checkbox"/> We're taking | e) is coming in a few minutes. |

**PART III. Read these comments that patients made about their nurses. Are they *positive* (P) or *negative* (N)?**

- 1 She never listens. I want a nurse who is attentive. (P / N)
- 2 The nurses in Central Hospital are always caring and patient. They take time to sit and talk to us, even when it's really busy. (P / N)
- 3 He's really well-informed about medicine. I think that's important – you know you're in good hands. (P / N)
- 4 One of the nurses is just so unfriendly. He never smiles and he's not very polite either. He often shouts at the patients. (P / N)
- 5 Nurse Mukherji is very flexible and she changes her routine when her patients need her. (P / N)

**PART IV. Complete this article with adjectives from the box.**

Informed

uncaring

attentive

unfriendly

polite

flexible

### **The qualities of a responsible nurse**

Patients have more contact with nurses than any other member of the hospital team. To be a good nurse, you need two main qualities: you need good communication skills and you need to be well-(1) \_\_\_\_\_ about your subject. Listening is a useful communication skill and you need to be (2) \_\_\_\_\_ and really listen to your patient. They might tell

you something that is important for their treatment. Responsible nurses show that they care. A(n) (3) \_\_\_\_\_ nurse means an unhappy patient. A good nurse is never (4) \_\_\_\_\_. You may be busy but always try to smile and be (5) \_\_\_\_\_ to your patients and their visitors. A good nurse must be (6) \_\_\_\_\_ because you never know what new things you may have to do.