



Student's name: _____

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

Hi Karen,

How's life? I'm just sooo busy! I have a 12-hour day today.

I'm meeting with the geriatric consultant at 9 a.m. to discuss treatment for one of my patients. Then I'm seeing my supervisor to write an order for supplies in the clean supply room. After that I'm feeding patients in rooms 10 to 30. I only have 15 minutes for my lunch, so I'm meeting Stefan in the nurses' lounge for a quick sandwich. In the afternoon I'm checking medical records with the receptionist and then I'm phoning an insurance company about a patient in room 15. That always takes a long time. After that I'm checking IV fluids in all the rooms. It's nonstop!

Anyway, that's all for now! Off to work!

Lisa

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
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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.