Listening worksheet Halloween: The Mysterious Medical Record.

A. Choose the correct answer.

1. Why was Emma still at the hospital?

2. What problem did Daniel have?

3. Why couldn't Emma use David Brown's medical record?

4. What was the cause of the problem?

5. What was the purpose of the skeleton decoration?

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B. True or false?

6. Daniel's confirmation message included all the appointment details.

7. Emma immediately assumed that Daniel and David Brown were the same person.

8. Emma asked her supervisor for help.

9. The mysterious message was actually part of a Halloween decoration.

10. The story highlights the importance of confidentiality and accurate records.

C. Short answer: Think about your answers. You don't need to write here.

11. What information was missing from Daniel's confirmation message?

12. What should healthcare administration staff do when a patient's details do not match?

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