

English as Second Language

Name: _____

Position: _____

Part I: Reading Comprehension

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

Patient Symptoms

- Nurse:** Good morning Ma'am, how can I help you?
- Patient:** I'm not quite feeling good.
- Nurse:** What are your symptoms Ma'am?
- Patient:** I have a runny nose, sore throat and a bad cough.
- Nurse:** Do you have fever?
- Patient:** I feel a bit hot and nurse I also sneeze a lot. Last night I had a nose bleed.
- Nurse:** How long did it last?
- Patient:** Only a few minutes. Is it very serious?
- Nurse:** We're not sure as of the moment Ma'am. We're going to do rapid test (Covid19 swab test) and wait for the results in an hour.
- Patient:** What should I do?
- Nurse:** Let's wait for the results; you can have a seat Ma'am.
- (After 1 hour the results are in)**
- Nurse:** Your swab test results are in, you can now consult the Doctor.
- Patient:** Am I Covid19 positive? I'm so worried.
- Nurse:** No need to worry Ma'am. It looks like you just have a very bad cold, maybe an allergy due to sudden weather changes.
- Patient:** Thank you so much Nurse.
- Nurse:** You're welcome and get well soon Ma'am. Feel better soon.

Comprehension questions:

- What are the patient's symptoms?
 - Runny nose, sore throat and bad cough
 - Cough, fever and colds
- What kind of test does the patient need to undergo?
 - Laboratory test (Blood test)
 - Rapid test (Covid19 swab test)
- Is the patient detected with covid19?
 - Yes, she is.
 - No, she isn't.
- Did the patient experience nose bleed?
 - Yes, she did.
 - No, she didn't.
- What is the nurse's perception on the cause of patient's symptoms?
 - She thought it was a very bad cold, maybe an allergy due to sudden weather changes.
 - She thought it was covid19 because of her symptoms.

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

First Touch Point Service

Nurse: Good morning Ma'am, please check if your name, birthday and passport no. are correct.
Patient: Yeah it's all right.
Nurse: Let me ask you with few questions Ma'am. Do you have fever?
Patient: No, I'm good.
Nurse: Any cough, colds or runny nose?
Patient: No, I don't have.
Nurse: How about sore throat?
Patient: My throat is quite itchy, I think it's because I had eaten some sweets.
Nurse: Have you been to high risk places in the past 14 days?
Patient: I'm just staying at home.
Nurse: Thanks for answering all the questions Ma'am. Please follow the Nurse and proceed to the next station to measure your vital signs.
Patient: Thank you Nurse.
Nurse: You're welcome Ma'am.

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

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

Admission to the Hospital

CSR: Hello Ms. Athena, you are here to see Dr. Nash. How may I help you?
Patient: Yup but can I ask some question, how do I pay?
CSR: You can pay by cash, credit card or with your **11.(unacnersi)**_____. Please fill out this form.
Patient: My insurance company will pay. Here's my insurance card.
CSR: Thank you Ma'am. Do you **12.(anwt)** _____ to have a VIP room or standard room?
Patient: How much are they?
CSR: The VIP room is 6,000 baht and a standard room is 2,800 baht plus 950 baht nursing **13.(eiscvre)** _____ charge.
Patient: Any other expenses?
CSR: Yes, the doctor's fees and treatment costs.
Patient: I will take a **14.(drstaand)** _____ room. Can I use mobile phone?
CSR: Yes, you can.
Patient: How about the visiting hours?
CSR: **15.(Vsitsiro)** _____ can come anytime between 9:00 am and 7:00 pm.
Patient: What about meals?
CSR: There is a menu in your room. You can order from room service anytime until 7:30 in the evening. If your doctor has ordered a special diet for you, our dietitian will come to your room. The cost will be separated. Do you have any more questions?
Patient: No, not at the moment.
CSR: The orderly will take you up to your room. Please contact a nurse if you need any help. Have a speedy recovery Ma'am!

Part II – Active listening

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

Common Hospital phrases

provide	feel	well	inconvenience	recovery
worry	shortly	great	understanding	assistance

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

16. I'll get back to you _____
17. Thank you for your kind _____
18. Have a _____ day ahead!
19. We hope you get _____ soon
20. We're very sorry for the _____
21. If you need any _____, please let us know
22. We are happy to _____ you with excellent medical care
23. How do you _____ right now?
24. We're praying for your fast _____
25. Don't _____! We are here to take good care of you

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

Asking Patients information

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

26. The nurse would like to know if the patient has been exposed to high risk areas.
27. The hospital staff would like to know if the patient needs some help.
28. The CSR wants to confirm if the patient has previous record at the hospital.
29. The nurse is asking if the patient has symptoms
30. A polite way of telling the patient to wait for a while.

Part III: Vocabulary practice

Direction: Choose the best words to complete the given sentences.

Slowly	Yourself	Own	Song	Accent
Watch	Imitate	Practice	Sounds	Break

How to Improve your English Pronunciation?

- | | |
|-------------------------------------|----------------------------|
| 31. Choose an _____ | 36. Listen to _____ |
| 32. _____ the words down into sound | 37. _____ yourself |
| 33. Talk _____ | 38. Find a _____ partner |
| 34. _____ an English expert | 39. Sing a _____ |
| 35. Practice on your _____ | 40. Practice English _____ |

Direction: Match column A (phrases) with the column B (description regarding polite English).

Polite English: Does It Really Matter?

Column A

41. Use Questions Instead of Statements
42. Use Vague (Unclear) Language
43. Use Modal Verbs to Soften Requests
44. Use the Passive Voice
45. Switch to the Past Tense

Column B

- A. Say things in a way that sounds more flexible, softening the use of language and choosing the appropriate words to use.
- B. Instead of telling people to help with tasks, you can turn your statement into a question.
- C. Done by addressing an issue without putting the blame on anyone in particular
- D. Make your English more polite is to switch to this tense.
- E. Use would, could, will, can, should, must, might and shall to make any question or statement sound more polite.

Parts of an Email

Direction: Label the following examples with the correct part(s) of an email.

Salutation

Opening Sentence

Body of the email

Closing sentence

Signature

I am reaching out about...

I'm getting back to you about...

This is to follow up from...

As discussed in the foregoing discussion...

46.

I hope you had a great start to the week.

I trust you're doing fine.

I hope you're all fun and frolic.

I hope this email finds you well.

47.

Best Wishes,

Yours Sincerely,

Have a pleasant day ahead.

Best,

Cheers!

48.

Good Morning Mr. (last name)

Hello Ms. (last name)

Dear Ms. (last name)

Mr. (last name) A very good morning!

Hey! (first name)

49.

I look forward to hearing from you soon.

Looking forward to a prompt response.

I'd appreciate your prompt attention to this matter.

Please advise, as necessary.

50.