UNIT 06

CLINIC - INSURANCE

I. GETTING STARTED

1. Listen and answer the question. (File 1)

Which of the following is NOT mentioned as being included on the Health Group website?

a. Clinic addresses

b. A list of clinic staff

c. Driving directions

d. Clinic hours

2. Label the pictures with the names of the building.

a.	b. .....
c.	d. .....

3. Listen and answer the question. (File 2)

What are the speakers mainly discussing? .....

How do you know? List some keywords? .....

LIVEWORKSHEETS

A. emphasis B. emphasize C. emphatic D. emphasizing

5. I ---------- health insurance as an indispensable for benefit.

A. regardless B. regardful C. regarding D. regard

6. The employee's goal is to find her family ---------- health coverage.

A. suit B. suitable C. suitably D. suitability

III. PRACTICE

Exercise 1. Listen and choose the correct answer. (File 3)

1. Why is the woman calling?

A. To request a service

B. To make an appointment

C. To provide directors

D. To respond to an inquiry

Exercise 2. Listen and choose the correct answer. (File 4)

1. What will happen if the man sees a specialist without a referral?

A. He will be dropped from his health plan

B. He will see only a portion of the bill

C. He won't be provided with good care

D. He will pay a higher percentage of the cost

2. When can the man get an appointment with his primary care provider?

A. In three days

B. In ten days

C. In two weeks

D. In three weeks

3. What does the women recommend to the man?

A. See a specialist soon

B. See his primary care provider first

C. Get a treatment for his headache

D. Get a special procedure

LIVEWORKSHEETS

Exercise 3. Listen and choose the correct answer. (File 5)

1. Why has a new health plan been chosen?

A. To help people save money

B. Because the old plan is no longer available

C. To get more benefits

D. Because people are interested in alternative medicine

2. Who will the new plan be available to?

A. Only people who earn a low salary

B. Anyone who is interested

C. Only people who have special health concerns

D. Just those who have worked at the company for a long time

3. When will the new health plan be in effect?

A. Today

B. In two weeks

C. In several months

D. Next year

Exercise 4. Choose the word that best completes the sentence.

1. Dentists are as concerned with your dental ---------- as with the condition of your teeth.

(A) habits

(B) habitual

(C) habitually

(D) habituated

2. To avoid ---------- any additional charges, you should ask to be discharged from the hospital.

(A) incur

(B) incurs

(C) incurred

(D) incurring

3. It is as fast and efficient to ---------- with your pharmacist as with your physician.

(A) consult

(B) consulting

LIVEWORKSHEETS

(C) consulted

(D) consultation

Exercise 5. Choose the one word or phrase that best completes each sentence.

The most important part of your health care is the ..... (1) ..... visit to your doctor. By visiting your doctor once a year, you can feel sure that any changes in your health will be detected. Your doctor might ..... (2) ..... lifestyle changes, such as diet and exercise, that you will need to make in order to maintain your health. The best way to ..... (3) ..... serious disease, after all, is to maintain a healthy lifestyle.

1.

(A) daily

(B) monthly

(C) annual

(D) perennial

2.

(A) recommend

(B) recommends

(C) to recommend

(D) recommending

3.

(A) prevent

(B) prevention

(C) preventive

(D) preventively

LIVEWORKSHEETS

Exercise 6. Refer to the following article and answer the question.

The Health Factory will introduce a new line of vitamins, a company spokesman said yesterday. The vitamins are intended for athletic men and women, who are looking for a vitamin that will replace vital nutrients lost during strenuous exercise. Unlike regular vitamins, the Health Factory Active Essentials 2020 have more iron, calcium, and potassium. The new vitamins have been tested on performance by up to 20 percent. Of course, health products like the Active Essentials vitamins are not cheap. One month's supply of the new vitamins costs about $200. To promote the new product, however, the Health Factory is offering a special 30 percent discount to anyone who purchases the new vitamins with their Health Factory card. For more information on the new product or to apply for a Health Factory card, call the company's customer service hotline at 1-800-326-HEALTH.

1. What can be inferred about the new vitamins?

A. They are intended for athletes

B. They are the most popular

C. They are easy to swallow

D. They are not sold in stores

2. What is NOT mentioned about the new vitamins?

A. They increase performance

B. They were tested on athletes

C. They are cheaper than other brands

D. They have more iron and calcium

3. According to the article, how can people receive a discount?

A. Place an order online

B. Apply for a membership card

C. Enter a contest

D. Spend a certain amount

LIVEWORKSHEETS

Exercise 7. Choose the correct answer.

OfficeMax

623 Sprite Way

Glenburnie, MD 21061

Mandy Grocutt, Purchasing Manager

HDFC Insurance

9401 Largo Drive West

Landover, MD 20785

Dear Ms. Grocutt,

I realized that HDFC hasn't placed an order for office supplies with us over the last six months. We are concerned that you may have been dissatisfied with us in some ways. Although we pride ourselves on the quality of our products and services, we highly rely on comments from valued clients such as HDFC to give us feedback on how well we are meeting your needs. If you have experienced any problems with Office Max, we would like to be informed.

I have enclosed a brochure which tells you more about a new purchasing system we implemented in May, which helps corporate clients, like HDFC, benefit from considerable discounts for bulk orders. Also included is a postage-paid comment card, which I kindly invite you to fill out and return to us so that we can hear how you feel about our service. I assure you that your comments, both positive and negative, will be taken seriously and addressed appropriately.

Sincerely,

Patrick McCann

Customer Relations

1. Why has this letter been sent?

A. To attract a new customer

B. To introduce a new product line

C. To notify a client of overdue charges

D. To solicit opinions from a customer

LIVEWORKSHEETS

2. What kind of company does Mr. McCann work for?

A. A brochure design company

B. An insurance provider

C. A stationery supplier

D. A public relation firm

3. What is included with this letter?

A. A credit application

B. A reply card

C. A discount voucher

D. An order form

4. What is indicated in the letter?

A. HDFC has done business with Office Max before

B. Ms. Grocutt is unhappy with Office Max's services

C. Mr. McCann would like to speak with Ms. Grocutt in person

D. Max Office has lowered all of its prices

LIVEWORKSHEETS