

G5 ENGLISH CLUB

Direction: Click the given [link](#) and [listen](#) actively to the [audio file](#). Type (in each provided space) the exact and correct **vocabulary** that you have listened to.

Topic: *Receiving Patient Calls*

- 1-2. Good morning, this is Charlie from Telecare services speaking.
How may I _____ you today?
- 3-4. Can I have your full name _____?
- 5-6. Kindly confirm your _____ of birth
- 7-8. Thank you and I'll _____ you with our nurse for further assistance.
- 9-10. Before we proceed, I need to ask for some personal _____.

Direction: Click the given [link](#) and [listen](#) actively to the [audio file](#). Choose the **appropriate response** to each question asked by the patient.

Topic: *Explaining Medical Risks*

- 11-12. a. We're just doing our job, thank you for calling.
b. It is my pleasure to help you and have a great day!
- 13-14. a. Absolutely! Your health is our priority. Let's schedule a follow-up appointment.
b. Of course you are making the right choice.
- 15-16. a. That's understandable but it's important to know that refusing treatment can lead to worsening of your condition.
b. No need to worry it was just a common flu like symptom.
- 17-18. a. Common side effects might include nausea or fatigue, but they are often manageable. The benefits of the treatment usually outweigh these risks.
b. I don't know so let's wait for the doctor to answer your questions.
- 19-20. a. Then we need to cancel your appointment now.
b. If you choose not to proceed, we can set up regular check-ups to monitor your health and discuss alternative options as needed.

Direction: Click the given **link** and **listen** actively to the **audio file** (short dialogue) then answer the **comprehension questions** in each number.

Topic: *Providing Assistance*

- 21-22.** What did the nurse ask from the patient upon answering the call?
- a. The nurse asked for the patient's hospital number
 - b. The nurse asked for the patient's full name
- 23-24.** How did the patient describe his symptoms?
- a. It's a sharp pain that radiates to his left arm
 - b. It's a sharp pain that radiates to his whole body
- 25-26.** Did the patient complain about shortness of breath or dizziness?
- a. Yes, he's in really painful situation
 - b. No, nothing like those symptoms
- 27-28.** How did the patient rate his pain?
- a. On a scale of 1 to 10, it's around 8
 - b. On a scale of 1 to 10, it's around 9
- 29-30.** To whom the patient will be connected after talking to the nurse?
- a. The patient will be connected with the customer service representative
 - b. The patient will be connected with the TeleCare doctor shortly

Direction: **Rearrange** the jumbled letters (correct spelling of words) to **transform** the following direct statements into **polite sentences**.

Topic: *Polite English – Softening Direct Sentences*

- 31.** I (epzgaiolo) _____ for what I have done.
- 32.** It was a (lapsereu) _____ speaking with you.
- 33.** I'd be very (atreulgf) _____ if you could extend a helping hand.
- 34.** (hTkna oyu) _____ for your time, I have to go now.
- 35.** (xuEsec em) _____ ma'am, may I ask few questions?

Direction: **Determine** if the following responses and statements are **correct** or **incorrect** when handling patient's complaint.

Topic: *Handling Patient's Complaint*

- 36. Would you mind telling us what happened?
- 37. We'll get back to you slowly and you need to wait first.
- 38. Rest assured we will raise this concern promptly.
- 39. Please don't expect to hear from us by the end of this week.
- 40. That isn't possible but I can give you an alternative instead.

Direction: **Identify** the appropriate basic medical vocabulary shown in each **photo**.

Topic: *Basic Medical Vocabularies*



41. c - - - h



42. d - - - - a



43. s - - e t - - - t



44. n - - - - a



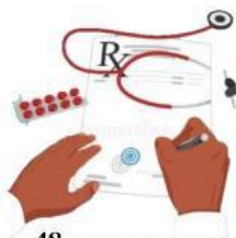
45. h - - - y b - - - - g



46. t - - - - - e



47. r - - - - s



48. p - - - - - e



49. v - - - t



50. a - - - - - r