1. Last week, while the assistant (sort) _____ some medical forms, a young man (arrive) _____ at the clinic looking nervous. He (approach) _____ the desk and (ask) _____ to speak to a doctor urgently.

The assistant asked him whether he (schedule) _____ an appointment. "I'm sorry," she said, "but the doctor (be) _____ fully booked lately. Appointments (must, arrange) _____ in advance. If you (need) _____ a routine check-up, I will give you a date for next week."

The man replied, "This isn't just a check-up. My ear (hurt) _____ since Monday. Yesterday, while I (clean) _____ it with a cotton bud, I realised that something (go) _____ wrong. Now I (feel) _____ dizzy and I can't hear well."

He paused for a moment and said, "If I (go) _____ to the doctor earlier, this probably wouldn't have become so bad."

The assistant nodded and said, "I (ask) _____ the doctor if he can see you between patients today."

2. All the equipment _____ (clean) carefully after every patient. Yesterday, Nurse Lisa _____ (check) the inventory when she _____ (hear) a patient calling for help. A woman entered the room and explained that she _____ (never, visit) the clinic before.

"My jaw _____ (ache) for the last two days, and I think that I _____ (need) urgent treatment. I know that you _____ (usually, require) an appointment, but if you _____ (not, have) any openings today, I _____ (try) another clinic."

"_____ (not worry) about the appointment," the nurse said, "because the doctor _____ (be) free this afternoon. Before the treatment, I _____ (give) you some pain relief medication to make sure you _____ (feel) comfortable."

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3. All safety rules _____ (always follow) strictly in the laboratory. Equipment _____ (should, check) regularly to avoid accidents. Right now, the technicians _____ (repair) the ventilation system because it _____ (not work) properly for a few days now.

   If the safety measures _____ (not, respect), serious problems will occur. Yesterday, while the staff _____ (prepare) chemicals, a minor spill happened. Luckily, the team _____ (already clean up) the area before anyone got hurt.

   If the supervisors _____ (notice) any risks earlier, the accident would not have happened. The team _____ (have follow) all protocols since this morning and _____ (work) hard every day to keep the lab safe.

4. While the staff _____ (prepare) the lab, the safety officer _____ (notice) some missing equipment. The team _____ (work) on solving these problems for several days now. If the rules _____ (break), serious consequences will happen. Yesterday, an accident _____ (happen) and _____ (set off) the alarm and then everyone _____ (have to) leave the building.

   Equipment _____ (sterilize) regularly, and all procedures _____ (should, document) carefully. Before the accident happened, the lab manager _____ (check) the inventory twice, but some items _____ (still miss).

   Meanwhile, the staff _____ (work) on updating the safety guidelines for a few weeks now. If the lab manager had noticed the missing equipment earlier, they _____ (avoid) the accident. Yesterday, while the technicians _____ (prepare) the machines, a small fire _____ (break out).

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