***Read about Sandy McGuire and decide if these statements are true(T) or false (F).**

1. Sandy works at night. _____
2. Her shift is a quiet one. _____
3. Some people phone because they are lonely. _____
4. Sandy only gives information, not advice. _____
5. Helpline nurses have to speak foreign languages. _____

Sandy McGuire, I operate the telephone helpline and the graveyard shift. That's the one from midnight through to the morning. Although it's quiet and still in the street outside, it's not so quiet in the office. The early hours of the morning are sometimes the busiest time when the telephone never stops ringing. People call the helpline for information or advice or sometimes they just need to hear a friendly voice. We talk to people who are depressed and worried and sometimes in pain. Sometimes we get funny inquiries. Yesterday, a teenager phoned because he had swallowed some chewing gum and he was afraid he was going to die!

We can't see our patient, so, we have to be very good on the phone. We have to learn how to do it because it doesn't come naturally. We have to know how to ask the right questions so that we can get clear and accurate answers. We have to be able to speak in language anyone can understand.

LIVEWORKSHEETS

Medical English – Question Forms Practice

Instructions: Match the beginning of each question (A–J) with the correct ending (1–10).

Beginnings	Endings
A. Do you have	1. been taking this medication?
B. When did	2. any allergies to antibiotics?
C. Have you	3. tell me where the pain is located?
D. How long have you	4. your symptoms start?
E. Can you	5. pain on a scale from 1 to 10?
F. Is the pain	6. before coming to the hospital?
G. Did you take any medication	7. getting worse when you walk?
H. What would you rate your	8. had a fever in the last 24 hours?
I. Have you ever	9. experienced these symptoms before?
J. Could you describe	10. the nature of the pain?

LIVEWORKSHEETS

***Listening: A helpline call. Listen to Sandy Mc Guire taking a call on the helpline. As you listen, fill in the information about the patient. Answer YES / NO.**

1. Age of the patient _____
2. Wheezes – breathing in _____ breathing out _____
3. Coughs up blood - _____
4. Vomits - _____
5. Allergies - _____
6. Fever - _____

LIVEWORKSHEETS