

Conversation Practice

The worksheet will help you practice real-world conversations. Read the story and fill in the blanks.

Story: You went for a run yesterday, but while running, you twisted your ankle. It is swollen and it hurts a lot. You need to go see and doctor. Maybe your foot is broken!

You call the UI Quick Care Clinic



Hi! Thank you for calling the UI Quick Care Clinic. How can I help you today?



Receptionist



You

I see - no need to make an appointment here. Come in when you can. We are open 7am-7pm.



Receptionist

Ok - I will stop in today. Thank you for your help!



You

You plug the address of the clinic into your Maps App. After a short drive with your partner, you arrive at the clinic. You enter and see the receptionist at the desk. You approach her, hopping on one ankle.



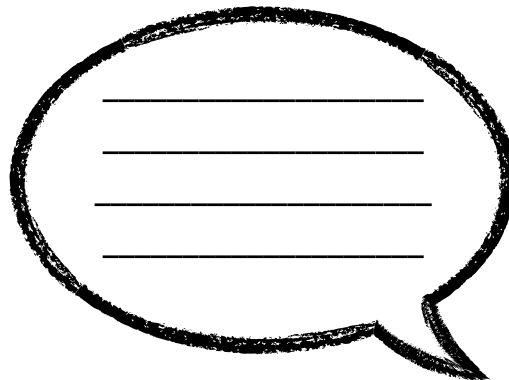
Ok, please fill out the forms about health history and your symptoms on this iPad. Wait for your name to be called.



You

You sit down in the lobby and complete the forms on the iPad. When you are done, you give the iPad back to the receptionist.

Martin? Martin H.? Hi. Follow me. What brings you in today?



You



Nurse

Oh no! Well, I am glad you came in. Let's take some measurements - blood pressure, weight, height, etc. Then, the doctor will come in and talk to you, ok?



Nurse



UI Quick Care Clinic located on Clinton St., Iowa City, IA

You follow the nurse to the various stations so she can write down the information in your online patient portal. Then the doctor comes in to talk to you and assess your ankle.

Hi there, Martin! I heard your ankle isn't feeling great today. Let's take a look here...



Doctor

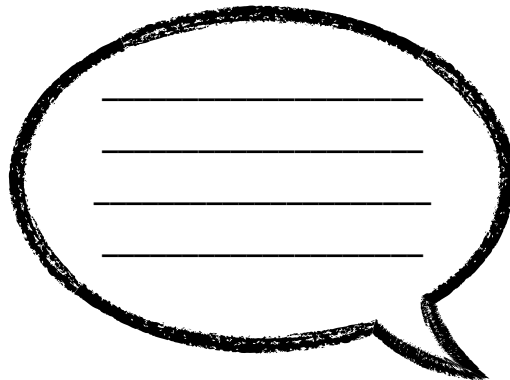
The doctor instructs you to move your ankle to the left, to the right, up and down. You say "Ouch!"



How would you describe the pain? On a scale of 1 to 10, 10 being the worst.



Doctor



You

Let's take an X-ray of your ankle just to make sure. It is nothing too serious.



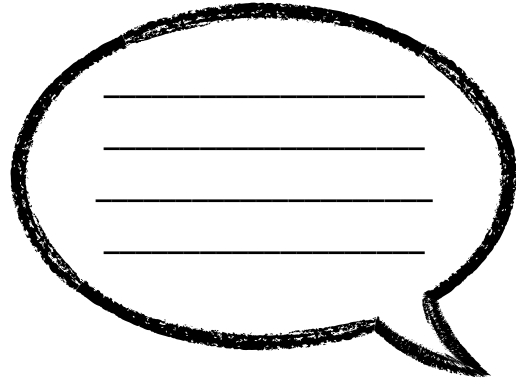
Doctor



So, we have some good news! After looking at your X-ray, we know your ankle is not broken!



Doctor

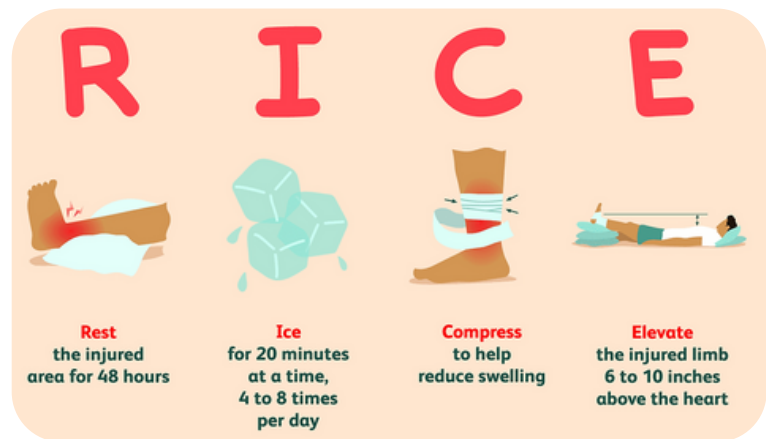


You

It appears you have a small sprain. Have you heard of the RICE method of healing?



Doctor

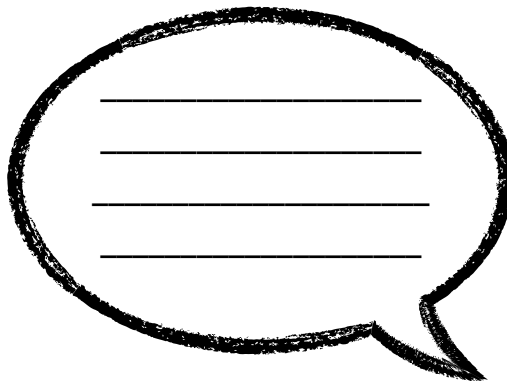


RICE is a common acronym that tells you how to heal small injuries such as a sprained or rolled ankle!

Let's have you do the RICE method and use an ACE bandage on your ankle for a week. Take ibuprofen for the swelling. Then, if it is not getting better come in again. Ok?



Doctor



You