EDUCATION, SKILL BUILDING ACTIVITY, INTERACTIVE LISTENING.

Listen together and take notes of as many details as possible in order to answer these questions

CALL 1

1. When the medical clinic receptionist puts the caller on hold, she says \_\_\_\_\_\_\_\_ .

a "Would you like her to leave a message?"

b "Can you hold for a moment, please?"

c "Would you like her to call you?"

2.When the receptionist explains that the doctor is not available, she says \_\_\_\_\_\_\_\_.

a "I'm sorry, Dr. Sunderland is seeing a patient right now."

b "I'm sorry. Dr. Sunderland is with a patient right now."

c "I'm sorry, Dr. Sunderland has a patient right now."

3.After the receptionist offers to ask the doctor to return the call, she asks for the caller's \_\_\_\_\_\_\_\_.

a phone number

b chart number

c plan number

4.What is the caller's name?

a Mitab Atel

b Nita Patel

c Meta Patel

5.What is the caller's phone number?

a 555-358-8572

b 555-358-8872

c 555-538-8872

CALL 2

6.When is Dr. Fisher's next available appointment?

a 10 AM Thursday April 15

b 10 AM Tuesday April 15

c 10:10 Tuesday April 15

7.What is the chart number?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_X35919\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CALL 3

7.What is the patient's name with chart number Z58104?

a Ron Burns

b Vicky Ernios

c Setra Lynn

8.What is the phone number of Garden Pharmacy?

a 555-506-4361

b 555-509-4361

c 555-560-4361

9.After the receptionist confirms the message with Ronald Burns, she says \_\_\_\_\_\_\_\_.

a "I'll have him return your call when he's available."

b "I'll have him call you as soon as he's available."

c "I'll have him return your call as soon as he's available."

CALL 4

10.When the receptionist responds to the caller asking about a flu shot, she says \_\_\_\_\_\_\_\_.

a "I'll refer you to the nurse."

b "I'll transfer you to the nurse."

c "I'll transport you to the nurse."

CALL 5

11.Dr. Sunderland can't speak to \_\_\_\_\_\_\_ because she is talking on the phone.

a Jay Nehsy

b J. Hensy

c Jane Hennessy

CALL 6

12.When the receptionist responds to a wrong number, she says \_\_\_\_\_\_\_\_.

a "I'm sorry, there's no one here by that name. You have got the wrong number."

b "I'm sorry, no one here is by that name. You must have the wrong number."

c "I'm sorry, there's no one here by that name. You must have the wrong number."