

Name _____ Date _____

Listen to the conversations.
Check the correct sentences.

#1

Vera is

- a new patient
- not a new patient

Vera

- has insurance
- doesn't have insurance

Vera tells

- her first name
- her last name

Vera's appointment is

- August 2
- January 12



#2

Alberto is

- a new patient
- not a new patient

Alberto

- has a clinic card
- doesn't have a clinic card

Alberto

- has insurance
- has Medicare

Alberto's appointment is

- April 13

Listen to the conversation. Then practice with a partner.**#1**

Receptionist: Hello, appointment desk.

Vera: Hello, I want to make an appointment.

Receptionist: Are you a new patient?

Vera: Yes.

Receptionist: Do you have insurance?

Vera: No I don't.

Receptionist: Okay. We can talk about it on your first visit. What's your last name?

Vera: Flores.

Receptionist: F-L-O-R-E S

Vera: Yes.

Receptionist: And your first name?

Vera: Vera.

Receptionist: Date of birth?

Vera: August 2, 1967.

Receptionist: How about January 12 at 3 pm?

Vera: Okay, thank you.

#2

Receptionist: Hello, appointment desk.

Alberto: Hello, I want to make an appointment.

Receptionist: What's your clinic card number?

Alberto: Excuse me?

Receptionist: Your clinic card number?

Alberto: I'm a new patient.

Receptionist: O.K. Do you have insurance?

Alberto: I have Medicaid.

Receptionist: Okay, fine. What's your last name?

Alberto: Alvaro.

Receptionist: A-L-V-A-R-O?

Alberto: Yes.

Receptionist: And your first name?

Alberto: Alberto.

Receptionist: Date of birth?

Alberto: May 7, 1972.

Receptionist: How about April 30th at 6 pm.

Alberto: April 13?

Receptionist: No, April 30th.

Alberto: 30th? Okay, thank you.

Listen to the conversations. Then practice with a partner.

A: Hello, Doctor's office.

B: This is Ben Akhter. I'd like to make an appointment.

A: What's the matter?

B: I have a headache and sore throat.

A: Do you have a fever?

B: I think so.

A: Okay. Can you come at 4 pm?

B: Yes, that's fine.

A: We'll see you then.

A: Hello appointment desk.

B: This is Chris Romero. I'd like to make an appointment.

A: What's the matter?

B: I have a bad cough.

A: Okay, do you have a fever?

B: No, I don't.

A: Can you come tomorrow at 11 am?

B: Okay, thanks.

A: We'll see you then.

Practice 1

A: Hello Dr. _____'s office.

B: Hi, this is _____ I'd like to make an appointment.

A: What's the matter?

B: I have a _____.

A: Can you come (today/tomorrow) at _____?

B: Yes, I can.

A: Okay. We'll see you then.

Practice this conversation with your teacher. Then practice with a partner.

#2

Receptionist: Hello, appointment desk.

Yasmin: Hello, I want to make an appointment.

Receptionist: What's your clinic card number?

Yasmin: I'm a new patient.

Receptionist: O.K. Do you have insurance?

Yasmin: I have Medicare.

Receptionist: Okay, fine. What's your last name?

Yasmin: Corning.

Receptionist: And your first name?

Yasmin: Yasmin.

Receptionist: Date of birth?

Yasmin: May 7, 1972.

Receptionist: How about April 30th at 6 pm.

Yasmin: 30th? Okay, thank you.

Practice 2

Receptionist: Hello, appointment desk.

Patient: Hello, I want to make an appointment.

Receptionist: What's your clinic card number?

Patient: I'm a new patient.

Receptionist: O.K. Do you have insurance?

Patient:

Receptionist: What's your last name?

Patient:

Receptionist: And your first name?

Patient:

Receptionist: Date of birth?

Patient:

Receptionist: How about _____ at _____?

Patient:

Listening Activity

Free and Low-Cost Dental Care in New York City

Listen to information about this dental center. Answer the questions.

New York University David B. Kriser Dental Center

345 East 24th Street
New York, NY 10010

212.998.9800

212.998.9810, Community Outreach

1. Who will do the work?

2. The comprehensive exam costs
 - a. \$90
 - b. \$19

3. How many appointments does the exam take?
 - a. 1
 - b. 2

4. A fee of \$45 is available for
 - a. Children
 - b. Seniors

5. The fee for a cleaning is \$_____.

6. Fees for dental fillings are \$65 to \$_____.

Call the dental center. Ask these questions. Write your answers.

Lutheran Medical Center – Dental

150 55th Street
Brooklyn, NY 11220

718.630.6875

1. Can you give me some information about your services?
2. What services do you provide?
3. What is the cost of the first visit?
4. What are your hours?
5. What do I bring to my first appointment?

New York City Technical College

300 Jay Street
Brooklyn, NY

718.260.5074

1. Can you give me some information about your services?
2. What services do you provide?
3. What is the cost of a dental cleaning?
4. What is the cost of x-rays?
5. What do I bring to my appointment?