



Unit 16 Getting help

Task 02

Announcer: Let's have a closer look at Pascal's situation and listen to his story.

Situation 1

Pascal: Hi, I think I need a doctor. I'm not feeling too well. But I'm on holiday. I have no idea where to go. Can you help me?

Receptionist: It might be expensive if you go to an emergency room. Don't you think a pharmacy will do it? I could get you an aspirin, some cough syrup or even some flu medication.

Pascal: Well, I have travel insurance from my credit card ... and also from my flight.

Receptionist: Ok, that makes a difference. Then you should probably just go to the emergency room at the closest hospital. Should I call you a taxi?

Pascal: Yes, please!

Announcer: Situation 2

Receptionist: Hello, are you here for medical treatment? Ok, please fill out these forms.

Pascal: Ok. The thing is, I'm visiting from Austria, so I will be using my travel insurance to cover my care.

Receptionist: Ok, do you have the information they provided about your coverage?

Pascal: Well, I just have a printed out confirmation of cost coverage.

Receptionist: Ok, just include anything that you have. We'll give you a detailed bill and you can charge it to your credit card. Your travel insurance will reimburse you. Plus, by the way, your English is great, even though you're sick.

Pascal: Thank you. A-ACHOOOOO!

Receptionist: The doctor will be right with you. I expect you will receive a prescription for the pharmacist; maybe you'll have to take some antibiotics. I have to look after a guy from Germany, who is about to have a cast because he broke his leg, but then I'll get back to you. Don't worry, everything will be fine.

Pascal: Thanks ... Ahhhh ... ah ...

Receptionist: The doctor will be right with you!

Pascal: CHOOOOO!