



Unit 16 – Getting help

Solution: see Audioscript

Task 02. Fill in the missing words from the box.

medical treatment – prescription – confirmation of cost coverage – reimburse – doctor – forms – holiday
– pharmacy – care – travel insurance – credit card – sick – emergency room – antibiotics

Situation 1

Pascal: Hi, I think I need a _____. I'm not feeling too well. But I'm on _____. 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 _____ will do it? I could get you an aspirin, some cough syrup or even some flu medication.

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

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

Pascal: Yes, please!

Situation 2

Receptionist: Hello, are you here for _____? Ok, please fill out these _____.

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

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

Pascal: Well, I just have a printed out _____.

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

Pascal: Thank you. A-ACHOOOOO!

Receptionist: The doctor will be right with you. I expect you will receive a _____ for the pharmacist; maybe you'll have to take some _____. 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 ... CHOOOOO!

Receptionist: The doctor will be right with you!

Additional Word bank

emergency room

Notaufnahme

pharmacy Apotheke**cough syrup** Hustensaft**travel insurance**

Reiseversicherung

medical treatment

medizinische Behandlung

form Formular**cover** abdecken**care** hier:

Behandlungskosten

confirmation of cost**coverage** Kostenübernahme-

bestätigung

charge hier: die Kreditkarte

belasten

reimburse zurückerstatten**prescription** Rezept**cast** Gips