Making a Dental Appointment

eslvideo.com Quiz by: Leparmentier

1. How does the receptionist ask the patient to wait a minute?

○ a.) Can you wait a minute?

○ b.) Would you please hold?

○ c.) Hold on to the phone.

2. What type of appointment is the patient scheduling?

○ a.) A dental cleaning

○ b.) A filling

○ c.) A surgery

3. How does the patient express her preferred time?

○ a.) I am best for mornings.

○ b.) Mornings are best for me.

○ c.) The better is mornings.

4. What time is the appointment scheduled for?

○ a.) 8:00 a.m.

○ b.) 9:30 a.m.

○ c.) 10:00 a.m.

5. How does the receptionist confirm the time of the appointment?

○ a.) I've got you down for Tuesday the 11th at 9:30.

○ b.) I am writing Tuesday the 11th at 9:30.

○ c.) I've got on my paper for Tuesday the 11th at 9:30.

6. What does paying "out of pocket" mean in the video?

○ a.) insurance will not pay - the patient will pay

○ b.) the patient will not pay - insurance will pay

○ c.) the cost will be very high

7. How does the receptionist conclude the conversation?

○ a.) Do you need more help today?

○ b.) Is there another something I can help you with today?

○ c.) Is there anything else I can help you with today?

Gap-fill

Complete these sentences with the words in the box.

Wordbank

holding **hold** **rest** **kind** **available** **out** **else** **down** **pocket** **birth**

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1. Happy teeth dental, Barbara speaking would you please ____?
2. Thanks for _____ how can I help you today?
3. May I have your name and date of _____ please?
4. What ____ of appointment are you scheduling today?
5. It looks like the first _____ morning is Monday the 10th at 8:00 a. m.
6. Perfect, I've got you ____ for Tuesday the 11th at 9:30.
7. I'm paying ___ of pocket.
8. The out of _____ cost for a general cleaning is150.
9. Is there anything ____ I can help you with today?
10. Have a great ____ of your day.

Transcript

Receptionist: Happy Teeth Dental Barbara speaking would you please hold? Thanks for holding. How can I help you today?

Patient: Hi I'd like to schedule an appointment.

Receptionist: Okay have you been here before?

Patient: I have.

Receptionist: May I have your name and date of birth please?

Patient: My name is Mabel Undomiel: u n d o m i e l. And my birthday is 9/22/78.

Receptionist: Got it, what kind of appointment are you scheduling today?

Patient: Just a general cleaning.

Receptionist: Do you have a preferred time and day of the week?

Patient: Mornings are best for me.

Receptionist: It looks like the first available morning is Monday the 10th at 8:00 a.m.

Patient: Could we do the 11th? I have a meeting that day.

Receptionist: I have the 11th at 9:30. Would that work?

Patient: Yeah that's good for me.

Receptionist: Perfect I've got you down for Tuesday the 11th at 9:30. Will you be using insurance for this appointment?

Patient: No, I'm paying out of pocket.

Receptionist: Got it. The out of pocket cost for a general cleaning is 150.

Patient: All right, no problem.

Receptionist: Is there anything else I can help you with today?

Patient: That's it. Thank you so much.

Receptionist: All right we'll see you on the 11th at 9:30. Have a great rest of your day.

Patient: Thanks, you too. Bye.