ESL Life Skills: At the Doctor A1 – Worksheet 1

Name: Class: Date: Score: / 40

Do this worksheet online and check your answers instantly

Exercise 1: What's the problem?

Complete the sentences with words from the box. There are two extra words.

Example: I can't see well. My ___ hurts. → eye

WORD BOX

headache **throat** **stomachache** **fever** **cough** **ear** **back** **knee** **toothache** **arm**

1. I have a _____. My head hurts.
2. My _____ hurts. It's hard to talk and eat.
3. I ate some bad food. Now I have a _____.
4. My temperature is 102°F. I have a _____.
5. I have a bad _____. I can't stop coughing at night.
6. I can't hear well. My _____ hurts.
7. I can't sit for a long time. My lower _____ hurts.
8. I fell when I was running. Now my _____ hurts when I bend my leg.

Exercise 2: Making an appointment by phone

Complete the phone call. Use the first letter to help you. Write one word in each gap.

Example: Receptionist: Thank you for ___ (c...). → calling

9. Receptionist: Good morning, Lakeview Medical _____ (cl...). How can I help you?
10. Daniel: Hi. I'd like to make an _____ (a...) with Dr. Lopez, please.
11. Receptionist: Sure. What's your _____ (n...), please?
12. Daniel: Daniel Kim. Receptionist: And what's your date of _____ (b...)?
13. Receptionist: OK. What's the _____ (p...)?
14. Daniel: I have a sore _____ (t...) and a fever.
15. Receptionist: The doctor is busy today. Can you come in _____ (t..., the day after today) at 10:30 a.m.?
16. Daniel: Yes, thank you. Receptionist: Please bring your insurance _____ (c...).

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Exercise 3: Questions and requests

Put the words in the correct order to make questions and requests.

Example: help / I / can / you / ? → Can I help you?

17. I / like / to / make / an / appointment / would

_____

18. you / do / an / have / appointment / ?

_____

19. the / is / matter / what / ?

_____

20. does / where / hurt / it / ?

_____

21. your / can / see / I / insurance / card / ?

_____

22. fill / please / this / out / form

_____

23. my / is / when / appointment / next / ?

_____

24. a / seat / take / please

_____

Exercise 4: At the clinic

Match each word or sign with its meaning from the box. There is one extra meaning.

WORD BOX

the place where you check in at the clinic **the room where you sit before you see the doctor**

a small card with the day and time of your visit **tell the front desk you are here**

say you will not come to your appointment **change the day or time of your appointment**

the store where you get your medicine **the place for very serious problems, open 24 hours**

a person who helps the doctor

25. FRONT DESK → _____
26. WAITING ROOM → _____
27. appointment card → _____
28. check in → _____
29. cancel → _____
30. reschedule → _____
31. PHARMACY → _____

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32. EMERGENCY ROOM → _____

Exercise 5: A phone message to the clinic

Maria leaves a message for the clinic. Complete it with the correct form of the word in parentheses.

Example: Hi, I ___ (call) about my appointment. → am calling

33. Hello, this _____ (be) Maria Santos.

34. I _____ (have) an appointment with Dr. Brown on Friday at 9:00 a.m.

35. But my daughter _____ (have) a high fever today.

36. She _____ (not / feel) well, and her ear hurts.

37. Can she _____ (see) the doctor today?

38. My other two _____ (child) are fine.

39. Please _____ (call) me back at 555-0143.

40. Thank you. _____ (have) a nice day!

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Answer key – ESL Life Skills: At the Doctor A1 – Worksheet 1

Exercise 1: What's the problem?

1. **headache**
   Pain in your head is a headache.
2. **throat**
   A sore throat makes talking and eating hard.
3. **stomachache**
   Bad food can give you pain in your stomach, a stomachache.
4. **fever**
   A high temperature is a fever.
5. **cough**
   When you cough a lot, you have a cough.
6. **ear**
   You hear with your ears.
7. **back**
   We say 'lower back' for the bottom part of your back.
8. **knee**
   Your knee is the part in the middle of your leg that bends.

Exercise 2: Making an appointment by phone

9. **Clinic**
   A clinic is a place where you see a doctor.
10. **appointment**
    We say 'make an appointment' to book a time with the doctor.
11. **name**
    The receptionist asks for your name first.
12. **birth**
    'Date of birth' is the day you were born.
13. **problem**
    'What's the problem?' asks why you need the doctor.
14. **throat**
    'Sore throat' is a common collocation.
15. **tomorrow**
    The doctor is busy today, so the patient comes the next day, and the word for the day after today is 'tomorrow'.
16. **card**
    Many clinics in the US ask patients to show their insurance card at the front desk.

Exercise 3: Questions and requests

17. **I would like to make an appointment.**
    'I would like to...' is a polite way to ask for something.
18. **Do you have an appointment?**
    Yes/no questions start with 'Do' + subject.
19. **What is the matter?**
    'What's the matter?' means 'What's wrong?'
20. **Where does it hurt?**
    Question word + does + it + verb.
21. **Can I see your insurance card?**
    'Can I see...?' is a polite request at the front desk.
22. **Please fill out this form.**
    'Fill out' means write information on a form, and 'please' can go at the start of the sentence or at the end after a comma.
23. **When is my next appointment?**
    Question word + is + subject.
24. **Please take a seat.**
    'Take a seat' is a polite way to say 'sit down', and 'please' can go at the start of the sentence or at the end after a comma.

Exercise 4: At the clinic

25. **the place where you check in at the clinic**
    You talk to the receptionist at the front desk.
26. **the room where you sit before you see the doctor**
    You wait in the waiting room.
27. **a small card with the day and time of your visit**
    An appointment card shows when your next visit is.
28. **tell the front desk you are here**
    When you arrive, you check in at the front desk.
29. **say you will not come to your appointment**
    To cancel means the appointment will not happen.
30. **change the day or time of your appointment**
    To reschedule means to choose a new day or time.
31. **the store where you get your medicine**
    You take your prescription to the pharmacy.
32. **the place for very serious problems, open 24 hours**
    The emergency room helps people with very serious problems, and in an emergency you call 911.

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Exercise 5: A phone message to the clinic

33. **is**
    On the phone we say 'This is + name'.
34. **have**
    Use 'have' with I.
35. **has**
    Use 'has' with he, she and it.
36. **doesn't feel**
    Negative with she: doesn't/does not + base verb.
37. **see**
    After 'can' we use the base verb.
38. **children**
    The plural of 'child' is 'children'.
39. **call**
    'Please' + base verb makes a polite request.
40. **Have**
    'Have a nice day!' is a friendly way to end a call.

Notes for teachers: Start by pointing to body parts and miming symptoms before Exercise 1. Then have pairs read the phone dialogue in Exercise 2 aloud as receptionist and patient. Learners often say 'My head is pain' instead of 'I have a headache' or 'My head hurts'. They also forget 'has' with he/she ('She has a fever'). As a follow-up, give pairs a blank appointment card and have them role-play a phone call to book, cancel or reschedule a visit.

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