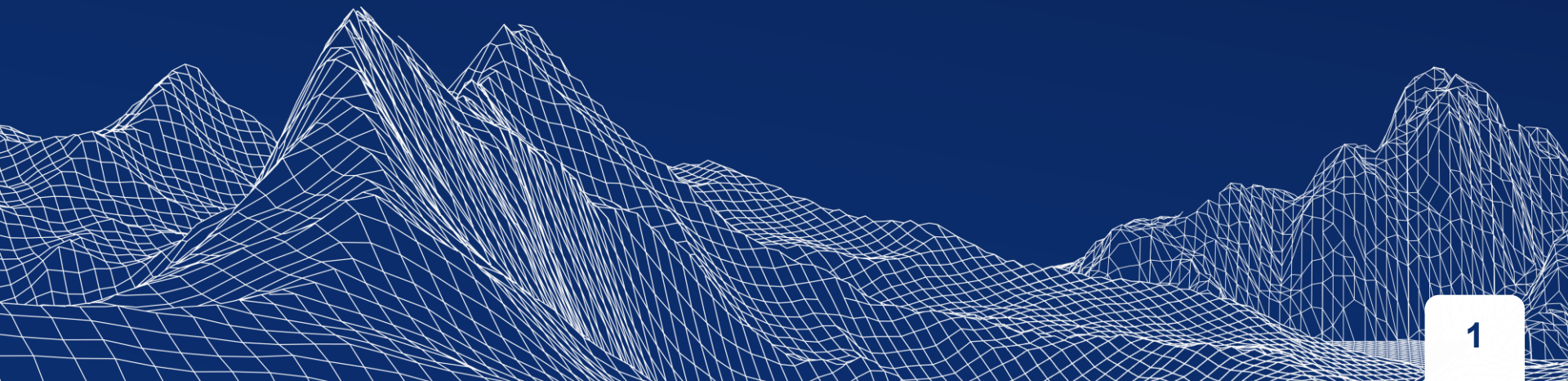
NATIONAL GEOGRAPHIC LEARNING

Language Center

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STANDOUT 5

Team Project 5



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[Approx. 1 min]

Read the conversation.

1. Do you exercise? If so, what type of exercise do you do and how often?
2. Do you eat well? On a scale of one to ten (ten being the healthiest), how healthy are the foods you eat?
3. How could you make your diet healthier?
4. How much water do you drink each day?
5. Do you have a lot of stress in your life? How do you relieve stress?

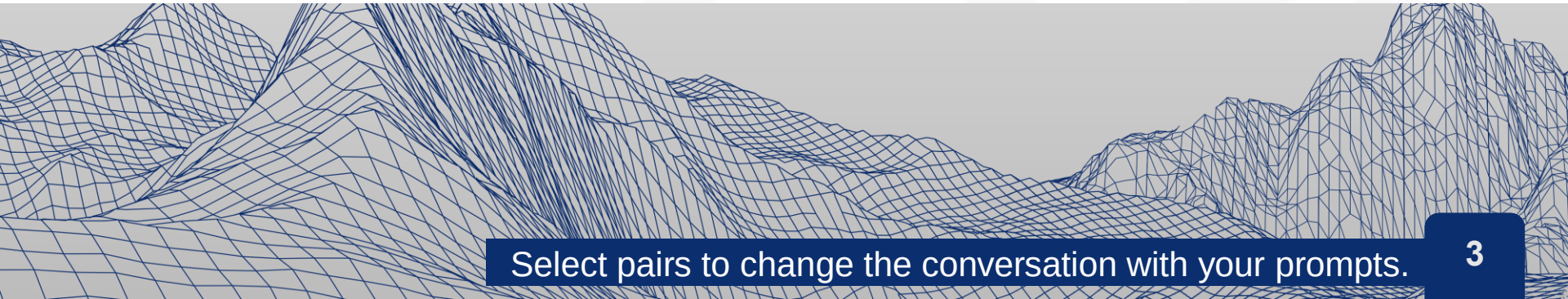
Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

1. Do you exercise? If so, what type of exercise do you do and how often?
2. Do you eat well? On a scale of one to ten (ten being the healthiest), how healthy are the foods you eat?
3. How could you make your diet healthier?
4. How much water do you drink each day?
5. Do you have a lot of stress in your life? How do you relieve stress?



Select pairs to change the conversation with your prompts.

Read the conversation.

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[Approx. 1 min]

Receptionist: Dr. Brook's office.

Patient: Um, yes, this is Maurice Jackson. I came in and saw the doctor a few months ago for the pain I was having in my leg. I just received the bill, and I have a few questions.

Receptionist: Of course, Mr. Jackson. Let me pull up your records. Do you have the date of the statement?

Patient: Yes, it's June 16th.

Receptionist: Ok, I have it here. How can I help you?

Patient: Well, I don't understand what this $264 charge is for.

Receptionist: That is for the X-rays the technician took of your leg.

Patient: OK, but shouldn't my insurance pay for that?

Receptionist: Yes, they might pay some. As you can see on the bill, we have billed your insurance company but are still waiting to hear back from them. Once we do, we'll send you an adjusted bill reflecting how much you owe.

Patient: Oh, so if I don't have to pay this $264, why did you send me a bill?

Receptionist: I know it may seem a bit confusing. Our billing department automatically sends out statements to our current patients every month, whether or not we have heard back from the insurance companies. It usually takes about a month for the bill to reflect what the insurance company has paid, so in general, if you wait two or three months to pay your bill, your statement should show the correct amount due.

Patient: I see. That makes sense. So, I don't need to pay this bill now?

Receptionist: No. Wait until you see an adjusted amount on there and then pay the bill.

Patient: Great! Thanks for your help.

Receptionist: Have a nice day, Mr. Jackson.

Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

Receptionist: Dr. Brook's office.

Patient: Um, yes, this is Maurice Jackson. I came in and saw the doctor a few months ago for the pain I was having in my leg. I just received the bill, and I have a few questions.

Receptionist: Of course, Mr. Jackson. Let me pull up your records. Do you have the date of the statement?

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Patient: Well, I don't understand what this $264 charge is for.

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Patient: I see. That makes sense. So, I don't need to pay this bill now?

Receptionist: No. Wait until you see an adjusted amount on there and then pay the bill.

Patient: Great! Thanks for your help.

Receptionist: Have a nice day, Mr. Jackson.

Select pairs to change the conversation with your prompts.

Read the conversation.

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[Approx. 1 min]

1.

Q: Why do people become addicts?

A: People may become addicted because of stress, trauma, peer pressure, or trying to escape difficult emotions. Some substances or behaviors can also be physically or mentally addictive.

2.

Q: What can you do if you are addicted to something?

A: You can talk to a doctor or counselor, join a support group, or ask trusted friends or family for help. The first step is admitting the problem and seeking support.

3.

Q: What can you do to help a friend or family member who is addicted to something?

A: You can listen without judging, encourage them to get professional help, and offer emotional support. It's important to be patient and avoid enabling the addiction.

Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

1.

Q: Why do people become addicts?

2.

Q: What can you do if you are addicted to something?

3.

Q: What can you do to help a friend or family member who is addicted to something?

Select pairs to change the conversation with your prompts.

Explain the scene to the students.

[Approx. 5 mins]

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Scenario

Workplace Health Check & Billing Follow-Up

A **corporate health clinic** provides routine checkups and injury treatment for employees of nearby companies.

On the same day:

•A **patient** attends a follow-up appointment focused on lifestyle and stress.

•The **doctor** conducts a practical health assessment.

•Later, the **patient contacts the clinic** to clarify a confusing medical bill with the **receptionist**, touching on insurance processes and healthcare administration.

During the visit, broader issues like **stress, addiction, and support systems** come up naturally as part of a holistic health discussion.

Roles Dr. Brook – Occupational health physician focused on prevention and long-term wellbeing.

•**Maria** – Employee and patient dealing with physical pain, stress, and health habits.

•**Receptionist** – Clinic administrative staff handling billing and insurance communication.



Sample Conversations

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[Approx. 5 mins]

Dr. Brook: Before we wrap up, I want to ask a few general health questions.
Do you exercise? If so, what kind and how often?

Maria: I walk a couple of times a week, but I wouldn't say it's very consistent.

Dr. Brook: Fair enough. How about your diet? On a scale of one to ten—ten being extremely healthy—how would you rate what you eat?

Maria: Maybe a six on a good week.

Dr. Brook: And how could you make it healthier?

Maria: Less fast food, more home-cooked meals. Probably more vegetables, too.

Dr. Brook: How much water do you drink each day?

Maria: Not enough. A few glasses, honestly.

Dr. Brook: That's common. Last question—do you have a lot of stress in your life?

Maria: Yes. Work mostly.

Dr. Brook: How do you usually relieve stress?

Maria: I try to relax at home, but sometimes I don't handle it very well.

Dr. Brook: That's important to notice. People often develop unhealthy habits—or even addictions—because of stress, trauma, or trying to escape difficult emotions. If that ever feels like it's becoming an issue, the best first step is talking to someone and getting support.

Maria: I understand. I appreciate you sayir
Dr. Brook: We'll take this one step at a time.
Maria: Great. Thanks for your help.
Receptionist: Dr. Brook's office.
Maria: Um, yes, this is Maria. I came in a few months ago for the pain in my leg. I just received the bill, and I have a few questions.
Receptionist: Of course, Mr. Jackson. Let me pull up your records. Do you have the date of the statement?
Maria: Yes, it's June 16th.
Receptionist: Okay, I have it here. How can I help you?
Maria: I don't understand what this $264 charge is for.
Receptionist: That's for the X-rays the technician took of your leg.
Maria: Okay, but shouldn't my insurance pay for that?
Receptionist: They likely will pay part of it. We've billed your insurance company, but we're still waiting to hear back. Once we do, we'll send you an adjusted bill showing how much you actually owe.
Maria: So why did I receive a bill already?
Receptionist: I know it can be confusing. Our billing department automatically sends statements every month, even if the insurance company hasn't responded yet. Usually, if you wait two or three months, the statement will reflect the correct amount.
Maria: So I don't need to pay this now?
Receptionist: No. Wait until you see the adjusted amount, and then pay the bill.
Maria: That makes sense. Thanks for explaining it.

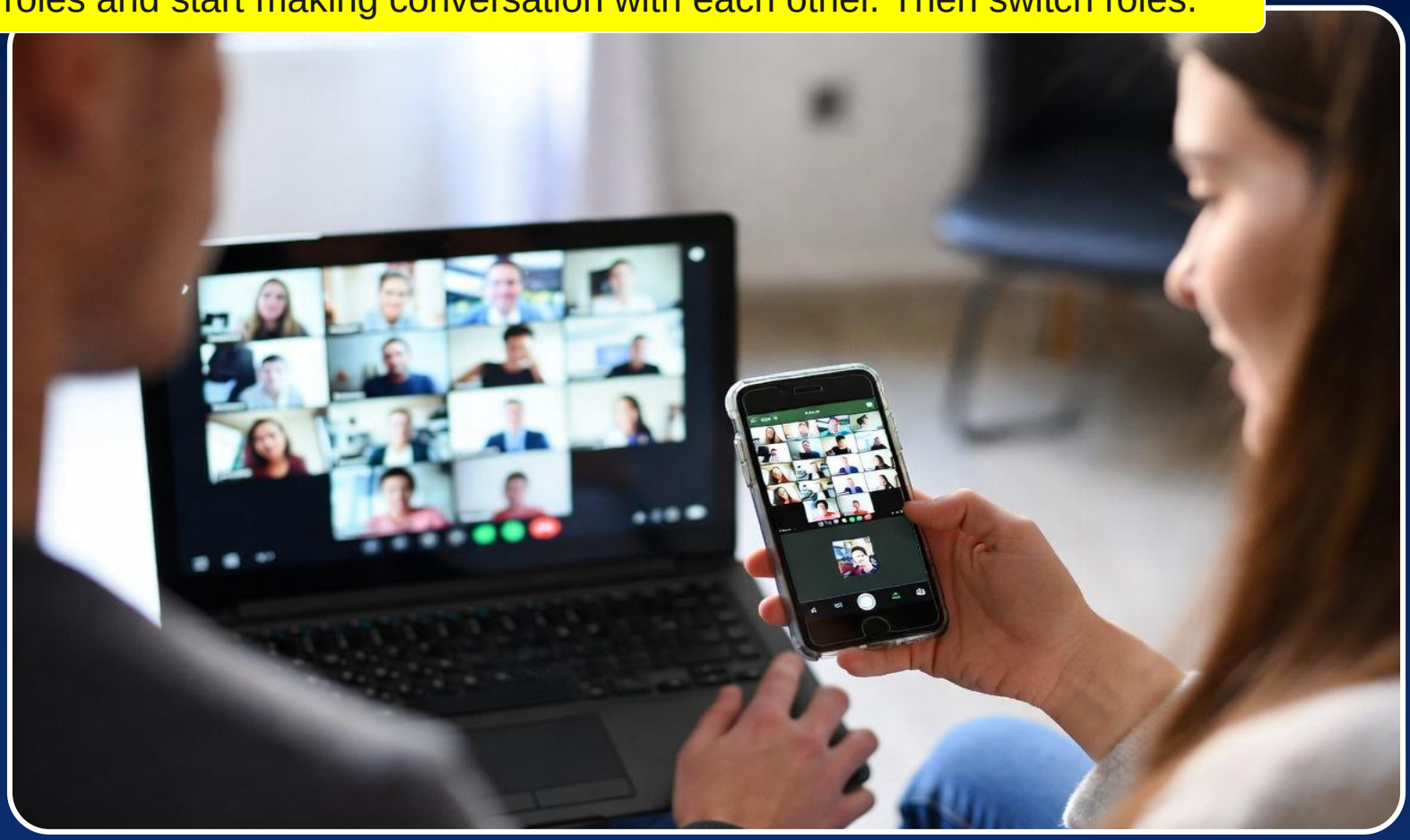
Select groups to read the conversation.

In groups

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Take roles and start making conversation with each other. Then switch roles.



[Approx. 6 mins]

Put the Ss in breakout rooms and have them perform the conversation based on the scenario. All the roles must be switched among them.

Class Sharing

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[Approx. 10 mins]



Ask all the groups to quickly share in class.