

TEST 2

SECTION 1

CARL:	Hi, come and take a seat.	
JULIE:	Thank you.	
CARL:	My name's Carl Rogers and I'm one of the doctors here at the Total Health Clinic. So I understand this is your first visit to the clinic?	
JULIE:	Yes, it is.	
CARL:	OK, well I hope you'll be very happy with the service you receive here. So if it's alright with you I'll take a few details to help me give you the best possible service.	
JULIE:	Sure.	
CARL:	So can I check first of all that we have the correct personal details for you? So your full name is Julie Anne <u>Garcia</u> ?	Example
JULIE:	That's correct.	
CARL:	Perfect. And can I have a contact phone number?	Q1
JULIE:	It's <u>219 442 9785</u> .	
CARL:	OK, and then can I just check that we have the correct date of birth?	
JULIE:	<u>October tenth</u> , 1992.	Q2
CARL:	Oh, I actually have 1991, I'll just correct that now. Right, so that's all good. Now I just need just a few more personal details ... do you have an occupation, either full-time or part-time?	
JULIE:	Yes, I work full-time in Esterhazy's – you know, the restaurant chain. I started off as a waitress there a few years ago and I'm a <u>manager</u> now.	Q3
CARL:	Oh I know them, yeah, they're down on 114th Street, aren't they?	
JULIE:	That's right.	
CARL:	Yeah, I've been there a few times. I just love their salads.	
JULIE:	That's good to hear.	
CARL:	Right, so one more thing I need to know before we talk about why you're here, Julie, and that's the name of your insurance company.	
JULIE:	It's <u>Cawley</u> Life Insurance, that's C-A-W-L-E-Y.	Q4
CARL:	Excellent, thank you so much.	
CARL:	Now Julie, let's look at how we can help you. So tell me a little about what brought you here today.	
JULIE:	Well, I've been getting a pain in my <u>knee</u> , the left one. Not very serious at first, but it's gotten worse, so I thought I ought to see someone about it.	Q5
CARL:	That's certainly the right decision. So how long have you been aware of this pain? Is it just a few days, or is it longer than that?	
JULIE:	Longer. It's been worse for the last couple of days, but it's <u>three weeks</u> since I first noticed it. It came on quite gradually though, so I kind of ignored it at first.	Q6
CARL:	And have you taken any medication yourself, or treated it in anyway?	
JULIE:	Yeah, I've been taking medication to deal with the pain, Tylenol, and that works OK for a few hours. But I don't like to keep taking it.	
CARL:	OK. And what about heat treatment? Have you tried applying heat at all?	
JULIE:	No, but I have been using ice on it for the last few days.	
CARL:	And does that seem to help the pain at all?	
JULIE:	A little, yes.	
CARL:	Good. Now you look as if you're quite fit normally?	

JULIE:	I am, yes.	
CARL:	So do you do any sport on a regular basis?	
JULIE:	Yes, I play a lot of <u>tennis</u> . I belong to a club so I go there a lot. I'm quite competitive so I enjoy that side of it as well as the exercise. But I haven't gone since this started.	Q7
CARL:	Sure. And do you do any other types of exercise?	
JULIE:	Yeah, I sometimes do a little swimming, but usually just when I'm on vacation. But normally I go <u>running</u> a few times a week, maybe three or four times.	Q8
CARL:	Hmm. So your legs are getting quite a pounding. But you haven't had any problems up to now?	
JULIE:	No, not with my legs. I did have an accident last year when I slipped and hurt my <u>shoulder</u> , but that's better now.	Q9
CARL:	Excellent. And do you have any allergies?	
JULIE:	No, none that I'm aware of.	
CARL:	And do you take any medication on a regular basis?	
JULIE:	Well, I take <u>vitamins</u> but that's all. I'm generally very healthy.	Q10
CARL:	OK, well let's have a closer look and see what might be causing this problem. If you can just get up ...	