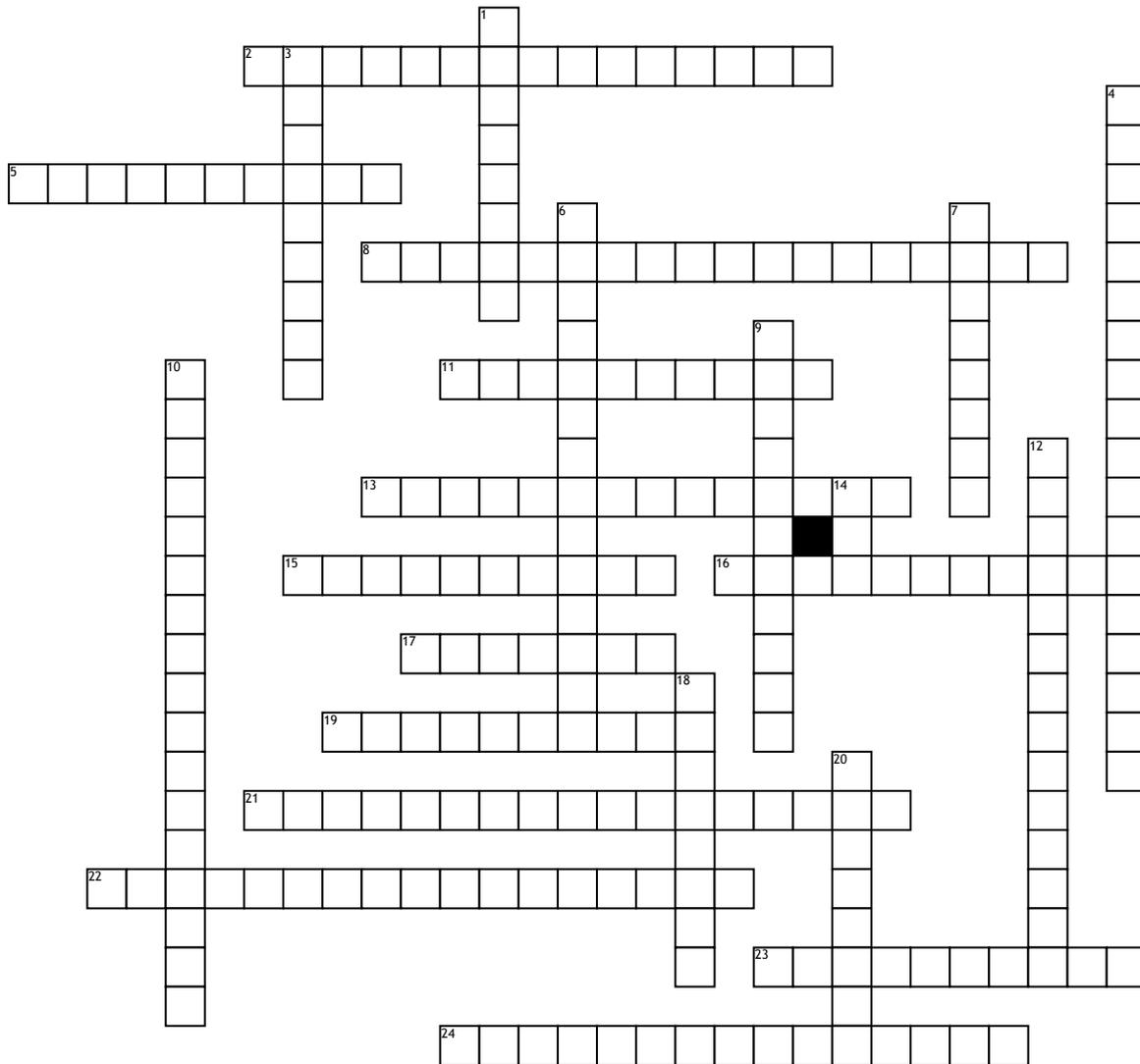


Medical ESL Lessons 4 -6



Across

- 2. keeping information private
- 5. an evaluation of a patient or condition
- 8. actions that are caused by a disease or condition
- 11. the act of giving formal consent
- 13. a record of a person's medical background, including lifestyle and social information
- 15. a correction or modification for actual conditions
- 16. expressions of sympathy or sorrow
- 17. failure to do something that should have been done
- 19. a guess or a hunch about what you observe, something a resident feels inside and tells you about

- 21. customers who are within the same organization, such as supervisors, peers and other co-workers
- 22. individuals not employed within the organization, such as residents, family members, vendors and guests
- 23. a weakness in a program, system or process that has been identified as needing improvement during a survey
- 24. the quality of the service given a customer

Down

- 1. retaliation against or punishment of a person for doing something
- 3. information that can be observed; factual, not subjective
- 4. physical punishment
- 6. ability to organize activities and perform them efficiently

- 7. capable of moving or being moved
- 9. placing a patient or equipment in the place that produces the best results
- 10. outcomes or a summary of the entire facility's MDS information, which includes the quality of care provided by a facility
- 12. a prejudiced or unfair action because of some characteristic of the person
- 14. a color
- 18. false teeth
- 20. process that occurs when a resident moves from one area to another