



| -  |                 |                 |        |       |                 |        |      |       |
|--|-----------------|-----------------|--------|-------|-----------------|--------|------|-------|
| Age  |                 |                 |        |       |                 |        |      |       |
| Tasks  | 18.2            | 25.3            | * 35-4 | A 45- | A LESTE         | A LESO | over |       |
| Check symptoms   | 5%              | 5%              | 4%     | 5%    | 2%              | 3%     | 5%   |       |
| Basic facts about conditions / diseases                | 2%              | 4%              | 5%     | 3%    | 4%              | 3 70   | 4%   | Top 2 |
| Book an appointment online                             | 3%              | 4%              | 4%     | 4%    | 4%              | 2%     | 4%   | - 1-  |
| Get advice from a doctor / nurse (phone, website chat, |                 |                 |        |       |                 | - / *  |      |       |
| email)   | 4%              | 4%              | 3%     | 3%    | 3%              | 3%     | 3%   |       |
| What to do based on your symptoms                      | 3%              | 3%              | 4%     | 3%    | 3%              | 1%     | 3%   |       |
| Best place to go for help (GP, A & E, clinic, walk-in  |                 |                 |        |       |                 |        |      | 26-5  |
| centre, pharmacist)                                    | 3%              | 3%              | 3%     | 1%    | 2%              | 3%     | 3%   |       |
| When to seek urgent medical attention                  | 1%              | 2%              | 2%     | 3%    | 2%              | 4%     | 2%   |       |
| Get your medical records online                        | 2%              | 2%              | 2%     | 3%    | 4%              | 3%     | 2%   |       |
| How a condition / disease should be treated            | 2%              | 2%              | 2%     | 3%    | 2%              | 2%     | 2%   | 51-7  |
| What to do in a medical emergency                      | 2%              | 2%              | 2%     | 2%    | 2%              | 3%     | 2%   |       |
| Get test results online                                | 2%              | 2%              | 2%     | 2%    | 3%              | 2%     | 2%   |       |
| 2 Opening times (GPs, clinics, chemists)               | 2%              | 2%              | 2%     | 2%    | 1%              | 1%     | 2%   |       |
| 3 Can I treat this myself?                             | <mark>3%</mark> | 2%              | 2%     | 2%    | 1%              | 2%     | 2%   |       |
| 4 Seriousness of a condition / disease (prognosis)     | 1%              | 1%              | 2%     | 2%    | 3%              | 2%     | 2%   |       |
| 5 Diet, food and nutrition                             | 2%              | 2%              | 2%     | 1%    | 1%              | 1%     | 2%   |       |
| Compare hospitals based on quality of care (infection  |                 |                 |        |       |                 |        |      |       |
| 6 rates, MRSA, surgical errors, death rates)           | 1%              | 2%              | 2%     | 1%    | <mark>3%</mark> | 2%     | 2%   |       |
| 7 Contact details for hospitals, GPs, gyms, etc        | 2%              | <mark>3%</mark> | 1%     | 1%    | 1%              | 1%     | 2%   |       |
| B Treating common health problems at home              | 2%              | 2%              | 2%     | 1%    | 2%              | 1%     | 2%   |       |
| Choose a GP that's right for you                       | 2%              | 2%              | 2%     | 2%    | 2%              | 2%     | 2%   |       |
| Tips for coping with a condition / disease             | 1%              | 1%              | 2%     | 2%    | 2%              | 2%     | 2%   |       |





Info on illnesses, treatments and symptoms Back pain is a common condition and in the UK, it is the largest cause of work-related abs ... Lower back pain is a pain or ache on your back, in between the bottom of your ribs ...

















## **Questions and Answers**

1.What is swine flu?

2.What is a pandemic?

3.How is swine flu different from seasonal flu or bird flu?

4. What can you do to protect yourself and others?

5. What is the government doing to prepare?





| H1N1 Flu                      | H1N1 Flu > General Info  |  |
|-------------------------------|--|--|
| General Info                  |  |  |
| H1N1 Flu & You                | What To Do If You Get Sick: 2009 H1                            | N1 and Seasonal  |
| What to Do If You Get<br>Sick | Flu  |  |
| Caring for Someone Sick       | November 10, 2009, 6:00 PM ET                                  |  |
| Vaccine                       |  |  |
| Antiviral Drugs               | How do I know if I have the flu?                               | On this Page   |
| Diagnostic Testing            | You may have the flu if you have some or all of these          | <ul> <li>How do I know if I have<br/>the flu?</li> </ul>           |
| Facemasks &<br>Respirators    | symptoms:<br>• fever *   | <ul> <li>What should I do if I get<br/>sick?</li> </ul>            |
| PSAs                          | cough  | What are the emergency   |
| H1N1 Flu in Animals           | sore throat  | warning signs?   |
| Info for Specific Groups      | runny or stuffy nose   | <ul> <li>Do I need to go the<br/>emergency room if I am</li> </ul> |
| Guidance                      | body aches   | only a little sick?  |
| Vaccine                       | headache   | <ul> <li>Are there medicines to<br/>treat 2009 H1N12</li> </ul>    |
| Treatment (Antivirals)        | • chills   | How long should I stay   |
| Diagnosis                     | fatigue  | home if I'm sick?  |
| Infection Control             | <ul> <li>sometimes diarrhea and vomiting</li> </ul>            | What should I do while   |
| Situation Update              | *It's important to note that not everyone with flu will have a | I'm sick?  |
| Press Updates                 | fever.   |  |



















| Customer Care words  |  |
|--|--|
| For more supporting documentation and data related to the UECD Employment<br>Outlook 2009 see:<br>Legislation, Collective Bargaining and Enforcement: Updating the OECD<br>Employment Protection Indicators, OECD Social, Employment and Migration<br>Working Paper No. 89<br>OECD Indicators of Employment Protection<br>Previous editions of the Employment Outlook<br>Get this book |  |
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| Premiership<br>Live Scores<br>Results<br>Fixtures<br>Table<br>Top Scorers<br>Predictor<br>606: Your Say | PARD SUBS                                      | Liverpool spoil Owen's<br>homecoming<br>Newcastle striker Michael<br>Owen's return to former club<br>Liverpool ends in a<br>comprehensive 2-0 defeat. | Chelsea 3-2 Full<br>Man Utd 3-0 Wei<br>Charlton 0-1 Ars<br>Tottenham 2-0 E<br>Wigan 4-3 Man (<br>Aston Villa 4-0 E<br>Portsmouth 1-1<br>Middlesbrough 0 | st Brom<br>senal<br>Birmingh<br>City<br>Sverton<br>West Ha | iam<br>im |     |
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| _   | ARSENAL<br>Charlton 0-1 Arsenal                | MANCHESTER CITY<br>▶ Wigan 4-3 Man City   | Barclays Premiershi   |  |           | ble |
|   | ASTON VILLA<br>Aston Villa 4-0 Everton         | MANCHESTER UNITED<br>Man Utd 3-0 West Brom  | 1 Chelsea<br>2 Man Utd  | 18<br>18   | 31<br>20  | 4   |
|   | BIRMINGHAM CITY                                | MIDDLESBROUGH   | 3 Liverpool   | 16   | 14        | 3   |















