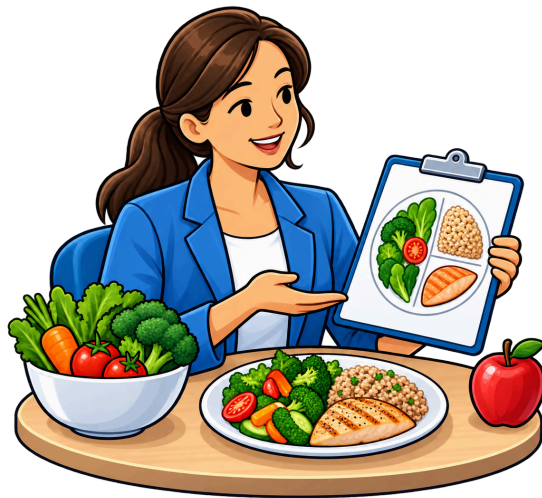


ENGLISH FOR WORK / ENGLISH FOR NUTRITION PROFESSIONALS

Nutrition and Dietetics English

Understand the routine. Make the language usable.



Phil Stilwell

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Eight practical lessons. Eleven extended conversations.

Vocabulary, phrase banks, guided speaking, and explained answers.

Revised 2026 edition / Upper-intermediate to advanced

Your route through the book

01 Taking a dietary history without judgment, page 4

Use neutral follow-up questions to distinguish eating patterns from assumptions about motivation.

02 Explaining serving sizes and label comparisons, page 14

Explain label arithmetic and distinguish included nutrients from additional amounts.

03 Adapting plans to food access and culture, page 26

Negotiate feasible food options without dismissing cultural preferences or access constraints.

04 Discussing nutrient sources without a one-food solution, page 36

Explain nutrient-source terminology while distinguishing dietary preference from a verified deficiency.

05 Clarifying a clinical referral and assessment, page 48

Distinguish a referral question, a reported laboratory flag, and the conclusions an assessment can support.

06 Handling supplement claims and interaction questions, page 58

Explain evidence limits and route product-specific safety questions without endorsing an advertising claim.

07 Agreeing on a small, measurable change, page 71

Use collaborative language to agree on a bounded action and a meaningful review measure.

08 Coordinating follow-up and practical food support, page 81

Give a concise nutrition-support handoff that distinguishes requests, eligibility checks, and confirmed arrangements.

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Suggested study range: B2-C1. This is an editorial study range, not a certified proficiency assessment.

A useful plan starts with an accurate conversation.

Food decisions involve time, money, culture, health, and personal preference. Precise nutrition language should make those constraints easier to discuss, not turn an appointment into a test of willpower.

Ask before interpreting

A skipped meal may reflect a work schedule, cost, symptoms, or preference. Establish the actual circumstances before choosing language such as restriction or nonadherence.

"When you say you missed lunch, was there no break or no food available?"

Separate the label from the person

A serving size is a label reference, not a personalized prescription. Explain the amount actually eaten before comparing nutrient amounts.

"These figures describe one serving; you ate two servings from this package."

Respect familiar food

Ask about ingredients, preparation, access, and meaning. Do not describe an entire cuisine as unhealthy or assume that every family eats the same way.

"Which parts of this meal would you most like to keep?"

Name your professional scope

Nutritionist, dietitian, and related titles do not carry identical qualifications or permissions everywhere. Identify the actual role and refer clinical questions appropriately.

"I can explain this label; the medication interaction needs review by your pharmacist."

Professional boundaries

All people, organizations, cases, figures, and documents in the exercises are fictional. This is professional English practice, not medical advice, a diet prescription, or clinical certification. Titles, credentials, and permission to provide medical nutrition therapy differ by jurisdiction. Use qualified clinical review for disease treatment, suspected deficiency, allergies, eating disorders, supplement interactions, and urgent symptoms. Do not calculate a dose or infer a diagnosis from these exercises. Protect client information and follow actual local procedures.

A Read the situation

LESSON 01 / TAKING A DIETARY HISTORY WITHOUT JUDGMENT

Use neutral follow-up questions to distinguish eating patterns from assumptions about motivation.

Lunch depends on the break

Rina works rotating warehouse shifts. On yesterday's late shift she ate toast before work, had no scheduled meal break, bought noodles after work, and drank two mugs of tea. She cannot recall the mug size. Maya, a nutrition professional, is collecting a dietary history, not diagnosing a deficiency or prescribing a diet. Rina says a typical week is different from yesterday.

People: Maya, Nutrition professional; Rina, Client.

Read the record

Choose one answer per question using the facts above.

1. Which record is being discussed first?

- A.** A laboratory assessment
- B.** Yesterday's intake
- C.** A verified average week
- D.** A prescribed meal plan

2. What explains the missed meal in this account?

- A.** A lack of nutrition knowledge
- B.** No scheduled meal break
- C.** A stated weight-loss target
- D.** A diagnosed food intolerance

3. Which quantity remains uncertain?

- A.** Whether toast was eaten
- B.** The size of each mug
- C.** The number of mugs
- D.** Whether tea was consumed

[Answers and explanations, page 108](#)

B Vocabulary in use

CORE TERMS

dietary history

Account of usual food and drink intake and relevant circumstances.

take a dietary history

meal pattern

Timing and arrangement of eating occasions.

describe the meal pattern

eating occasion

Any episode of consuming food or drink.

identify each eating occasion

household measure

Familiar container or utensil used to describe an amount.

use a household measure

snacking

Eating between the person's main meals.

ask about snacking

satiety

Sense of fullness after eating.

describe satiety after a meal

24-hour recall

Structured account of food and drink consumed during a specified day.

complete a 24-hour recall

shift work

Work scheduled outside or across conventional daytime hours.

accommodate rotating shift work

portion estimate

Approximate amount actually consumed.

clarify a portion estimate

beverage intake

Drinks consumed during the relevant period.

record beverage intake

appetite

Desire to eat, distinct from the opportunity to eat.

describe changes in appetite

meal omission

Absence of a meal from the eating pattern.

explore a meal omission

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

dietary history DIETARY HISTORY

take a dietary history

Keep the meaning precise: Account of usual food and drink intake and relevant circumstances.

portion estimate PORTION ESTIMATE

clarify a portion estimate

Keep the meaning precise: Approximate amount actually consumed.

B Precision and professional shorthand

EXTEND YOUR RANGE

recall bias

Inaccuracy arising from what someone remembers or reports.

acknowledge recall bias

weekend variation

Difference between weekday and weekend routines.

explore weekend variation

food record

Account of foods and drinks recorded over a period.

review a food record

clarification request

Question that resolves an unclear meaning or instruction.

make a targeted clarification request

working assumption

Provisional premise used while information is incomplete.

challenge a working assumption

action owner

Named person responsible for a specified next step.

confirm the action owner

usual intake

Eating pattern over time rather than one isolated day.

distinguish usual intake

preparation method

Way a food is cooked or otherwise prepared.

clarify the preparation method

neutral probe

Nonjudgmental follow-up question that elicits detail.

use a neutral probe

source attribution

Identification of where information came from.

preserve source attribution

scope boundary

Limit of the work or authority being discussed.

state the scope boundary

check-back

Restatement used to verify that a message was understood.

complete a check-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

meal omission **MEAL OMISSION**

explore a meal omission

Keep the meaning precise: Absence of a meal from the eating pattern.

food record **FOOD RECORD**

review a food record

Keep the meaning precise: Account of foods and drinks recorded over a period.

Phrases that move the work forward

Open neutrally

Could you walk me through what you ate yesterday?

Explore access

What happens when there is no meal break?

Allow uncertainty

An approximate amount is useful; you do not need to guess an exact number.

Avoid judgment

I am trying to understand the routine, not grade your choices.

Clarify the question

Are you asking about the finding or the next step?

Attribute information

That is what the current record says; it has not been independently confirmed.

Check scope

That decision sits outside my authority.

Repair misunderstanding

Let me restate the distinction more clearly.

Clarify timing

Was that before your shift or after you got home?

Clarify quantity

Which cup or container did you use?

Check representativeness

How does that compare with a more usual day?

Summarize accurately

The missed meal was linked to the break schedule.

Invite correction

Please correct me if I have misunderstood that detail.

Separate possibility

That is a possibility, not an agreed outcome.

Pin down responsibility

Who is responsible for that specific next step?

Close an exchange

We agree on the action, the owner, and the point for review.

Precision in real exchanges

Purpose: Clarify quantity

Useful wording: Which cup or container did you use?

Purpose: Allow uncertainty

Useful wording: An approximate amount is useful; you do not need to guess an exact number.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which follow-up best tests whether yesterday was typical?

- A.** So that is your weekly average?
- B.** You must not have felt hungry?
- C.** How does that compare with your other shifts?
- D.** Why do you always skip meals?

2. Which summary preserves the uncertainty?

- A.** Two measured cups
- B.** Exactly half a liter
- C.** No drinks recorded
- D.** Two mugs; volume not recalled

3. A colleague needs the term for this meaning: Work scheduled outside or across conventional daytime hours. Which term fits?

- A.** weekend variation
- B.** working assumption
- C.** shift work
- D.** snacking

D Choose the response that fits / continued

4. Rebuild the exchange from "Lunch depends on the break". Maya: "When you said you missed lunch, did you mean you were not hungry or could not take a break?" Rina: [missing response] Maya: "Thanks for separating those. What was the next thing you ate, including anything between meals?" Which response belongs in the gap?

- A.** A container would help. A household measure is easier than trying to guess the weight.
- B.** I appreciate that. A neutral probe feels easier to answer than asking why I skipped food again.
- C.** Noodles after work. My portion estimate would be one takeout container, although I left some broth.
- D.** There was no meal break. My appetite was fine; I simply could not leave the floor.

[Answers and explanations, page 108](#)

One useful distinction

One recalled day cannot establish the usual pattern. A missing meal does not identify its cause until the client explains the circumstances.

Conversation

Lunch depends on the break

Lunch depends on the break

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

24-hour recall / household measure / food record / beverage intake / neutral probe / shift work / meal pattern / portion estimate / appetite / usual intake

- 01 **Maya:** Could you walk me through yesterday, starting with what you had before your shift?
- 02 **Rina:** Toast and tea. I can manage this ¹ _____, but yesterday was not a normal day for me.
- 03 **Maya:** That is useful to know. We will compare it with other days after we get the sequence clear.
- 04 **Rina:** My ² _____ rotates, so breakfast sometimes happens when other people are having dinner.
- 05 **Maya:** When you said you missed lunch, did you mean you were not hungry or could not take a break?
- 06 **Rina:** There was no meal break. My ³ _____ was fine; I simply could not leave the floor.
- 07 **Maya:** Thanks for separating those. What was the next thing you ate, including anything between meals?
- 08 **Rina:** Noodles after work. My ⁴ _____ would be one takeout container, although I left some broth.
- 09 **Maya:** Do you remember how full it was, or would the restaurant's container help us describe it?
- 10 **Rina:** A container would help. A ⁵ _____ is easier than trying to guess the weight.

Conversation continues on the next page.

Lunch depends on the break

CONVERSATION / CONTINUED

- 11 **Maya:** And drinks across the whole shift, not only the drink that came with your food?
- 12 **Rina:** Two mugs of tea. That is my remembered ⁶ _____, but I cannot tell you the mug size.
- 13 **Maya:** I will leave the volume uncertain. Was there anything small that we have not mentioned?
- 14 **Rina:** No, not yesterday. My ⁷ _____ is different when I work mornings.
- 15 **Maya:** Then we should not turn yesterday into a description of every week. What changes on mornings?
- 16 **Rina:** I get a proper break. My ⁸ _____ includes a meal at work, not just food after the shift.
- 17 **Maya:** That helps. I am understanding the routine rather than deciding whether you made good or bad choices.
- 18 **Rina:** I appreciate that. A ⁹ _____ feels easier to answer than asking why I skipped food again.
- 19 **Maya:** We can review a few different days next time using the record format we agree on.
- 20 **Rina:** I can bring a ¹⁰ _____ from both shift types, without pretending that each amount was measured.

CHECK THE GAPS

1. 24-hour recall / 2. shift work / 3. appetite / 4. portion estimate / 5. household measure / 6. beverage intake / 7. meal pattern / 8. usual intake / 9. neutral probe / 10. food record

[Why these answers fit, page 109](#)

F Check accuracy and scope

Lunch depends on the break

Return to the case

Rina works rotating warehouse shifts. On yesterday's late shift she ate toast before work, had no scheduled meal break, bought noodles after work, and drank two mugs of tea. She cannot recall the mug size. Maya, a nutrition professional, is collecting a dietary history, not diagnosing a deficiency or prescribing a diet. Rina says a typical week is different from yesterday.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which wording is least judgmental?

- A. Why did you fail to eat properly?
- B. Why ignore the plan?
- C. Why choose a bad routine?
- D. What made a meal difficult during that shift?

2. Which distinction matters when interpreting this record?

- A. Intake on one day versus usual intake
- B. Tea versus any beverage
- C. Toast versus any food
- D. Yesterday versus a calendar date

[Answers and explanations, page 110](#)

Listen for the distinction

Change roles and repeat the questions that distinguish appetite from break access.

Curiosity before judgment

Ask about practical circumstances. Words such as cheats, bad food, and failed imply a judgment that the supplied history does not support.

F Say it / transfer to a new case

A cup was not a measuring cup

A client recorded one cup of soup but meant a large mug, not a measured cup. The exact volume remains unknown; the container can be checked next time.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

clarification / mug / unknown / container

- 01 **Professional:** Your word cup referred to a ¹ _____.
- 02 **Client:** The exact volume is still ² _____.
- 03 **Professional:** The record needs that ³ _____.
- 04 **Client:** Next time I can show you the ⁴ _____.

CHECK THE GAPS

1. mug / 2. unknown / 3. clarification / 4. container

[Why these answers fit, page 111](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Lunch depends on the break". Maya: "I will leave the volume uncertain. Was there anything small that we have not mentioned?" Rina: [missing response] Maya: "Then we should not turn yesterday into a description of every week. What changes on mornings?" Which response belongs in the gap?

- A.** My shift work rotates, so breakfast sometimes happens when other people are having dinner.
- B.** A container would help. A household measure is easier than trying to guess the weight.
- C.** No, not yesterday. My meal pattern is different when I work mornings.
- D.** There was no meal break. My appetite was fine; I simply could not leave the floor.

[Answers and explanations, page 112](#)

A Read the situation

LESSON 02 / EXPLAINING SERVING SIZES AND LABEL COMPARISONS

Explain label arithmetic and distinguish included nutrients from additional amounts.

The package contains two servings

An invented yogurt package contains two servings. Per serving, its label lists 12 grams of total sugars, including 5 grams of added sugars. Jordan eats the whole package. Nutrition educator Lee explains the printed figures without setting a personal sugar target. A second product uses a different serving weight, so a direct per-serving comparison may be misleading.

People: Jordan, Client; Lee, Nutrition educator.

Read the record

Choose one answer per question using the facts above.

1. How many servings did Jordan eat?

- A.** One
- B.** Five
- C.** Twelve
- D.** Two

2. How much added sugar was in the whole package?

- A.** 24 grams
- B.** 34 grams
- C.** 10 grams
- D.** 5 grams

3. Why should the second product's serving weight be checked?

- A.** Added sugar is always extra to total sugar
- B.** The reference amounts differ
- C.** Its color changes the sugar total
- D.** All labels use identical portions

[Answers and explanations, page 113](#)

B Vocabulary in use

CORE TERMS

Nutrition Facts panel

Standardized nutrition information displayed on a US food label.

read the Nutrition Facts panel

servings per container

Number of label servings within the package.

multiply by servings per container

added sugars

Sugars added during processing or preparation under the relevant labeling rules.

identify added sugars

percent Daily Value

Label percentage showing contribution to a general daily reference amount.

interpret percent Daily Value

reference amount

Quantity against which a label or comparison is expressed.

align the reference amounts

per-container value

Nutrient amount for the complete package.

calculate the per-container value

serving size

Label reference amount used for the listed nutrient figures.

check the serving size

total sugars

All sugars included in the stated label amount.

compare total sugars

naturally occurring sugars

Sugars present in the food's ingredients without being added as sweeteners.

distinguish naturally occurring sugars

dual-column label

Panel presenting nutrition information for two stated reference amounts.

read a dual-column label

per-serving value

Nutrient amount for one stated label serving.

use the per-serving value

ingredient list

Ingredients listed under applicable labeling requirements.

examine the ingredient list

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

Nutrition Facts panel NUTRITION FACTS PANEL

read the Nutrition Facts panel

Keep the meaning precise: Standardized nutrition information displayed on a US food label.

naturally occurring sugars NATURALLY OCCURRING SUGARS

distinguish naturally occurring sugars

Keep the meaning precise: Sugars present in the food's ingredients without being added as sweeteners.

B Precision and professional shorthand

EXTEND YOUR RANGE

nutrient density

Nutrient content relative to an amount of food or its energy content.

discuss nutrient density

dietary fiber

Food components classified as fiber under applicable definitions.

identify dietary fiber

label rounding

Permitted rounding of figures displayed on a label.

allow for label rounding

clarification request

Question that resolves an unclear meaning or instruction.

make a targeted clarification request

working assumption

Provisional premise used while information is incomplete.

challenge a working assumption

action owner

Named person responsible for a specified next step.

confirm the action owner

sodium content

Amount of sodium in the specified quantity.

compare sodium content

saturated fat

Type of fat reported separately in nutrition labeling.

check saturated fat

like-for-like comparison

Comparison using equivalent quantities and definitions.

make a like-for-like comparison

source attribution

Identification of where information came from.

preserve source attribution

scope boundary

Limit of the work or authority being discussed.

state the scope boundary

check-back

Restatement used to verify that a message was understood.

complete a check-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

ingredient list **INGREDIENT LIST**

examine the ingredient list

Keep the meaning precise: Ingredients listed under applicable labeling requirements.

label rounding **LABEL ROUNDING**

allow for label rounding

Keep the meaning precise: Permitted rounding of figures displayed on a label.

Phrases that move the work forward

Locate the reference

These figures are for the serving shown here.

Explain inclusion

Added sugars are included in total sugars, not added on top.

Avoid prescription

The label does not set your individual portion.

Check the container

How much of the package did you actually eat?

Jordan / in the conversation

I thought the yogurt had twelve grams of sugar, but my colleague says it had thirty-four.

Jordan / in the conversation

The front of it looked like something sold for one person.

Jordan / in the conversation

That would make the twelve grams twenty-four.

Lee / in the conversation

The word including means they are already part of the twelve, not an extra five.

Scale the amount

For the whole package, multiply each per-serving amount by two.

Compare fairly

Let us put both labels on the same quantity basis.

Clarify percentage

This percentage refers to the label's daily reference value.

Correct arithmetic

The total is twenty-four, not thirty-four grams.

Lee / in the conversation

Let us check the Nutrition Facts panel together before deciding which calculation fits what you ate.

Lee / in the conversation

The servings per container entry says two, so the printed per-serving amounts need to be doubled here.

Jordan / in the conversation

Where does the extra five fit into the calculation?

Jordan / in the conversation

Then the complete package contains ten grams added, inside the twenty-four grams total.

Precision in real exchanges

Purpose: Compare fairly

Useful wording: Let us put both labels on the same quantity basis.

Purpose: Avoid prescription

Useful wording: The label does not set your individual portion.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which statement explains the whole package correctly?

- A.** 34 grams total sugars, including 10 grams added
- B.** 12 grams total sugars, including 10 grams added
- C.** 10 grams total sugars, including 24 grams added
- D.** 24 grams total sugars, including 10 grams added

2. What does including signal?

- A.** A second container
- B.** A quantity within the total
- C.** An amount to add to the total
- D.** A recommended personal target

3. A colleague needs the term for this meaning: All sugars included in the stated label amount. Which term fits?

- A.** total sugars
- B.** reference amount
- C.** working assumption
- D.** dietary fiber

D Choose the response that fits / continued

4. Rebuild the exchange from "The package contains two servings". Jordan: "That would make the twelve grams twenty-four. Where does the extra five fit into the calculation?" Lee: [missing response] Jordan: "Then the complete package contains ten grams added, inside the twenty-four grams total. Is that right?" Which response belongs in the gap?

- A.** Yes. The ingredient list tells you what the food contains, while this panel gives the specified nutrient figures.
- B.** First check the reference amount. Its stated serving is a different weight, so the numbers are not yet comparable.
- C.** Those are added sugars. The word including means they are already part of the twelve, not an extra five.
- D.** Percent Daily Value uses a general daily reference. It is not a measurement of your actual diet today.

[Answers and explanations, page 113](#)

One useful distinction

The five grams of added sugars are included in the twelve grams of total sugars per serving. Do not add them again. The whole package contains twenty-four grams total, including ten grams added.

Conversation

The package contains two servings

The package contains two servings

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

like-for-like comparison / Nutrition Facts panel / added sugars / reference amount /
serving size / per-container value / Percent Daily Value / ingredient list /
servings per container / per-serving value

- 01 **Jordan:** I thought the yogurt had twelve grams of sugar, but my colleague says it had thirty-four.
- 02 **Lee:** Let us check the ¹ _____ together before deciding which calculation fits what you ate.
- 03 **Jordan:** I ate the entire package. The front of it looked like something sold for one person.
- 04 **Lee:** The ² _____ entry says two, so the printed per-serving amounts need to be doubled here.
- 05 **Jordan:** That would make the twelve grams twenty-four. Where does the extra five fit into the calculation?
- 06 **Lee:** Those are ³ _____. The word including means they are already part of the twelve, not an extra five.
- 07 **Jordan:** Then the complete package contains ten grams added, inside the twenty-four grams total. Is that right?
- 08 **Lee:** Exactly. You have kept the ⁴ _____ separate from the amount listed for one serving.
- 09 **Jordan:** Does that mean the label is telling me I was supposed to eat only half the package?
- 10 **Lee:** No. The ⁵ _____ explains the figures; it does not determine your individual portion or nutritional needs.

Conversation continues on the next page.

The package contains two servings

CONVERSATION / CONTINUED

- 11 **Jordan:** The other yogurt looks lower in sugar per serving. Could I compare those two printed numbers directly?
- 12 **Lee:** First check the ⁶ _____. Its stated serving is a different weight, so the numbers are not yet comparable.
- 13 **Jordan:** We would need equivalent amounts, not just two columns that happen to use the word serving.
- 14 **Lee:** Yes, a ⁷ _____ keeps the quantity consistent before interpreting the difference between products.
- 15 **Jordan:** What about the percentage beside the number? I assumed that meant a percentage of everything I ate today.
- 16 **Lee:** ⁸ _____ uses a general daily reference. It is not a measurement of your actual diet today.
- 17 **Jordan:** I also noticed an ingredient list. Would that answer a different question from these nutrient amounts?
- 18 **Lee:** Yes. The ⁹ _____ tells you what the food contains, while this panel gives the specified nutrient figures.
- 19 **Jordan:** I understand now: check how much I ate, identify the reference, and avoid adding the included sugars twice.
- 20 **Lee:** Correct. Keep the ¹⁰ _____ attached to its serving whenever you explain the calculation to someone else.

CHECK THE GAPS

1. Nutrition Facts panel / **2.** servings per container / **3.** added sugars / **4.** per-container value / **5.** serving size / **6.** reference amount / **7.** like-for-like comparison / **8.** Percent Daily Value / **9.** ingredient list / **10.** per-serving value

[Why these answers fit, page 114](#)

F Check accuracy and scope

The package contains two servings

Return to the case

An invented yogurt package contains two servings. Per serving, its label lists 12 grams of total sugars, including 5 grams of added sugars. Jordan eats the whole package. Nutrition educator Lee explains the printed figures without setting a personal sugar target. A second product uses a different serving weight, so a direct per-serving comparison may be misleading.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which comparison is most defensible?

- A.** Compare unlike servings without checking weight
- B.** Compare package colors
- C.** Treat each product name as a nutrition score
- D.** Compare equivalent amounts before interpreting the figures

2. Which statement avoids turning the label into a prescription?

- A.** Everyone must eat exactly one serving
- B.** Two servings always prove overeating
- C.** The package decides your daily needs
- D.** This is the label's reference serving, not your individualized portion

[Answers and explanations, page 116](#)

Listen for the distinction

Swap roles and state the two correct totals without turning the label into a personal target.

Numbers need a reference amount

Check whether the listener means one serving or the whole package. Familiar packaging can hide an unfamiliar reference amount.

F Say it / transfer to a new case

Three servings in a bottle

An invented bottle contains three servings. Each serving lists 4 grams total sugars, including 1 gram added. A client drinks the entire bottle. No personal target is supplied.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

three / included / target / twelve

- 01 **Client:** The bottle contains ¹ _____ servings.
- 02 **Educator:** The whole bottle has ² _____ grams of total sugars.
- 03 **Client:** Added sugars are ³ _____ in that total.
- 04 **Educator:** The label does not set a personal ⁴ _____.

CHECK THE GAPS

1. three / 2. twelve / 3. included / 4. target

[Why these answers fit, page 116](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The package contains two servings". Jordan: "We would need equivalent amounts, not just two columns that happen to use the word serving." Lee: [missing response] Jordan: "What about the percentage beside the number? I assumed that meant a percentage of everything I ate today." Which response belongs in the gap?

- A.** Let us check the Nutrition Facts panel together before deciding which calculation fits what you ate.
- B.** Exactly. You have kept the per-container value separate from the amount listed for one serving.
- C.** Yes, a like-for-like comparison keeps the quantity consistent before interpreting the difference between products.
- D.** The servings per container entry says two, so the printed per-serving amounts need to be doubled here.

[Answers and explanations, page 117](#)

Review 1 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Taking a dietary history without judgment" and "Explaining serving sizes and label comparisons". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Timing and arrangement of eating occasions. Which term fits?

- A. meal pattern
- B. source attribution
- C. beverage intake
- D. usual intake

2. A colleague needs the term for this meaning: Panel presenting nutrition information for two stated reference amounts. Which term fits?

- A. clarification request
- B. Nutrition Facts panel
- C. nutrient density
- D. dual-column label

3. Rebuild the exchange from "Lunch depends on the break". Maya: "Do you remember how full it was, or would the restaurant's container help us describe it?" Rina: [missing response] Maya: "And drinks across the whole shift, not only the drink that came with your food?" Which response belongs in the gap?

- A. Noodles after work. My portion estimate would be one takeout container, although I left some broth.
- B. There was no meal break. My appetite was fine; I simply could not leave the floor.
- C. A container would help. A household measure is easier than trying to guess the weight.
- D. My shift work rotates, so breakfast sometimes happens when other people are having dinner.

Review 1 / Meaning and context / continued

4. Rebuild the exchange from "The package contains two servings". Jordan: "I also noticed an ingredient list. Would that answer a different question from these nutrient amounts?" Lee: [missing response] Jordan: "I understand now: check how much I ate, identify the reference, and avoid adding the included sugars twice." Which response belongs in the gap?

- A.** Yes. The ingredient list tells you what the food contains, while this panel gives the specified nutrient figures.
- B.** Percent Daily Value uses a general daily reference. It is not a measurement of your actual diet today.
- C.** Those are added sugars. The word including means they are already part of the twelve, not an extra five.
- D.** The servings per container entry says two, so the printed per-serving amounts need to be doubled here.

[Answers and explanations, page 148](#)

A Read the situation

LESSON 03 / ADAPTING PLANS TO FOOD ACCESS AND CULTURE

Negotiate feasible food options without dismissing cultural preferences or access constraints.

Keep the rice; fix the logistics

Ana shares a kitchen and has one refrigerator shelf. She wants to keep rice and beans in her meals. Her food budget is limited, the nearest shop is a small market, and she has no freezer space. Nutrition professional Sam discusses two feasible shopping options with her. No clinical restriction or individualized nutrient target is supplied.

People: Ana, Client; Sam, Nutrition professional.

Read the record

Choose one answer per question using the facts above.

1. Which food preference is explicit?

- A.** Keeping rice and beans
- B.** Removing all grains
- C.** Buying only imported produce
- D.** Replacing every familiar meal

2. Which storage option is unavailable?

- A.** Freezer space
- B.** One refrigerator shelf
- C.** A shared kitchen
- D.** Shelf-stable storage in principle

3. What kind of decision is being discussed?

- A.** A prescribed clinical restriction
- B.** A diagnosed deficiency
- C.** A guaranteed health outcome
- D.** Feasible shopping options

[Answers and explanations, page 118](#)

B Vocabulary in use

CORE TERMS

food access

Practical ability to obtain suitable food.

assess food access

food budget

Money available for food over a stated period.

work within a food budget

cultural preference

Food choice connected with personal or community traditions.

respect a cultural preference

storage capacity

Space and conditions available for keeping food.

check storage capacity

perishable

Likely to spoil unless stored and used appropriately.

plan for perishable ingredients

food waste

Food discarded rather than consumed.

reduce avoidable food waste

food insecurity

Limited or uncertain access to adequate food.

discuss food insecurity sensitively

staple food

Regularly eaten food central to a person's meals.

retain a familiar staple food

shared kitchen

Cooking space used by more than one household or person.

plan around a shared kitchen

shelf-stable

Able to be stored unopened without refrigeration under stated conditions.

choose a shelf-stable option

batch cooking

Preparing several portions in one cooking session.

discuss batch cooking realistically

unit price

Cost expressed for a standard quantity.

compare unit prices

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

food access **FOOD ACCESS**

assess food access

Keep the meaning precise: Practical ability to obtain suitable food.

shared kitchen **SHARED KITCHEN**

plan around a shared kitchen

Keep the meaning precise: Cooking space used by more than one household or person.

B Precision and professional shorthand

EXTEND YOUR RANGE

seasonal produce

Fruits or vegetables available in their relevant growing season.

compare seasonal produce

preparation time

Time needed to make a food ready to eat.

estimate preparation time

community food resource

Local service supporting access to food.

identify a community food resource

clarification request

Question that resolves an unclear meaning or instruction.

make a targeted clarification request

working assumption

Provisional premise used while information is incomplete.

challenge a working assumption

action owner

Named person responsible for a specified next step.

confirm the action owner

substitution

Replacement chosen for a particular purpose or constraint.

agree on a feasible substitution

equipment access

Availability of the tools needed for preparation.

establish equipment access

acceptability

Whether an option fits the person's preferences and circumstances.

check meal acceptability

source attribution

Identification of where information came from.

preserve source attribution

scope boundary

Limit of the work or authority being discussed.

state the scope boundary

check-back

Restatement used to verify that a message was understood.

complete a check-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

unit price UNIT PRICE

compare unit prices

Keep the meaning precise: Cost expressed for a standard quantity.

community food resource COMMUNITY FOOD RESOURCE

identify a community food resource

Keep the meaning precise: Local service supporting access to food.

Phrases that move the work forward

Preserve preference

Which familiar foods would you like to keep?

Check storage

Would there be space to store that after opening?

Offer a choice

Which of these two options fits your week better?

Ask permission

Would you like information about local food resources?

Ana / in the conversation

I brought the suggested shopping list, but I cannot store half of it in our shared kitchen.

Ana / in the conversation

One refrigerator shelf, no freezer space, and a cupboard.

Sam / in the conversation

We can keep that staple food combination in the discussion.

Ana / in the conversation

Small bags of rice and canned beans.

Ask about equipment

What can you actually use in the shared kitchen?

Compare costs

The unit price is lower, but the upfront cost is higher.

Respect limits

A plan that needs a freezer would not fit your situation.

Confirm feasibility

Let us check cost, storage, and preparation time together.

Sam / in the conversation

Let us start with your storage capacity instead of assuming that everyone has a full refrigerator and freezer.

Ana / in the conversation

I also want to keep rice and beans.

Sam / in the conversation

Which ingredients do you normally buy at the nearby market?

Ana / in the conversation

The bigger packages look cheaper, but the checkout total matters.

Precision in real exchanges

Purpose: Compare costs

Useful wording: The unit price is lower, but the upfront cost is higher.

Purpose: Offer a choice

Useful wording: Which of these two options fits your week better?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which suggestion best respects the stated storage limit?

- A.** Buy frozen food in bulk
- B.** Add a second freezer to the plan
- C.** Store every opened item at room temperature
- D.** Compare manageable packages and shelf-stable options

2. Which question checks acceptability?

- A.** Which option would you actually want to eat?
- B.** Which cuisine should you give up?
- C.** Why keep your old habits?
- D.** Why not copy my meals?

3. A colleague needs the term for this meaning: Regularly eaten food central to a person's meals. Which term fits?

- A.** staple food
- B.** perishable
- C.** working assumption
- D.** preparation time

D Choose the response that fits / continued

4. Rebuild the exchange from "Keep the rice; fix the logistics". Ana: "Small bags of rice and canned beans. The bigger packages look cheaper, but the checkout total matters." Sam: [missing response] Ana: "Exactly. I also cannot keep a giant opened container cold just because it was good value." Which response belongs in the gap?

- A.** Let us start with your storage capacity instead of assuming that everyone has a full refrigerator and freezer.
- B.** Yes, and check acceptability too. Which would you actually enjoy alongside your rice and beans?
- C.** The unit price may be lower for a large package while the upfront cost is higher.
- D.** Then avoiding food waste belongs in the comparison, alongside the price and what you can store safely.

[Answers and explanations, page 118](#)

One useful distinction

A cheaper large package is not necessarily the practical choice when storage is limited. Do not treat a preferred staple as the problem simply because it is unfamiliar to the professional.

Conversation

Keep the rice; fix the logistics

Keep the rice; fix the logistics

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

storage capacity / Batch cooking / community food resource / shelf-stable / staple food /
cultural preference / food waste / equipment access / acceptability / unit price

- 01 **Ana:** I brought the suggested shopping list, but I cannot store half of it in our shared kitchen.
- 02 **Sam:** Let us start with your ¹ _____ instead of assuming that everyone has a full refrigerator and freezer.
- 03 **Ana:** One refrigerator shelf, no freezer space, and a cupboard. I also want to keep rice and beans.
- 04 **Sam:** We can keep that ² _____ combination in the discussion. Which ingredients do you normally buy at the nearby market?
- 05 **Ana:** Small bags of rice and canned beans. The bigger packages look cheaper, but the checkout total matters.
- 06 **Sam:** The ³ _____ may be lower for a large package while the upfront cost is higher.
- 07 **Ana:** Exactly. I also cannot keep a giant opened container cold just because it was good value.
- 08 **Sam:** Then ⁴ _____ options still need a check of what happens after opening. We should use the actual instructions.
- 09 **Ana:** I can cook twice a week, but the kitchen is busy most evenings and I have only one saucepan.
- 10 **Sam:** That ⁵ _____ matters. A plan requiring three pans at once would not fit the routine you described.

Conversation continues on the next page.

Keep the rice; fix the logistics

CONVERSATION / CONTINUED

- 11 **Ana:** People keep suggesting batch cooking, but they seem to imagine a freezer full of labeled containers.
- 12 **Sam:** ⁶ _____ is only useful when preparation and safe storage are feasible. We do not have to build around it.
- 13 **Ana:** Could we compare smaller packages of fresh vegetables with the canned options at my market?
- 14 **Sam:** Yes, and check ⁷ _____ too. Which would you actually enjoy alongside your rice and beans?
- 15 **Ana:** I would use both, depending on the price. I dislike buying a large bag and throwing most away.
- 16 **Sam:** Then avoiding ⁸ _____ belongs in the comparison, alongside the price and what you can store safely.
- 17 **Ana:** That feels more realistic. I am not trying to change everything I eat or buy special ingredients.
- 18 **Sam:** Your ⁹ _____ is part of the plan. We are adapting the logistics, not replacing your familiar meals.
- 19 **Ana:** I would also like information about local support, as long as asking does not commit me to anything.
- 20 **Sam:** I can explain a ¹⁰ _____ and its actual access arrangements. You can decide whether you would like to follow up.

CHECK THE GAPS

1. storage capacity / 2. staple food / 3. unit price / 4. shelf-stable / 5. equipment access / 6. Batch cooking / 7. acceptability / 8. food waste / 9. cultural preference / 10. community food resource

[Why these answers fit, page 119](#)

F Check accuracy and scope

Keep the rice; fix the logistics

Return to the case

Ana shares a kitchen and has one refrigerator shelf. She wants to keep rice and beans in her meals. Her food budget is limited, the nearest shop is a small market, and she has no freezer space. Nutrition professional Sam discusses two feasible shopping options with her. No clinical restriction or individualized nutrient target is supplied.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does a lower unit price establish?

- A. Lower cost for the comparison quantity
- B. Lower total cost in every case
- C. Adequate storage in every home
- D. No risk of food waste

2. Which resource offer preserves choice?

- A. Your preferences must change first
- B. You cannot manage food independently
- C. Would you like information about local food support?
- D. I enrolled you without asking

[Answers and explanations, page 121](#)

Listen for the distinction

Swap roles and repeat the two-choice comparison while preserving the client's preferred staple foods.

Familiar food is information, not an obstacle

A culturally responsive discussion asks what the meal means and what is available. Do not assume that changing cuisine is the goal.

F Say it / transfer to a new case

A lower unit price is not a lower bill

A small package costs \$3; a larger package costs \$8 and has a lower unit price. The client has \$5 available for this purchase and cannot store the larger package safely.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

feasibility / storage / five / eight

- 01 **Client:** My available budget is ¹ _____ dollars.
- 02 **Professional:** The larger package costs ² _____ dollars upfront.
- 03 **Client:** I also lack safe ³ _____.
- 04 **Professional:** The lower unit price does not settle ⁴ _____.

CHECK THE GAPS

1. five / 2. eight / 3. storage / 4. feasibility

[Why these answers fit, page 121](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Keep the rice; fix the logistics". Ana: "Could we compare smaller packages of fresh vegetables with the canned options at my market?" Sam: [missing response] Ana: "I would use both, depending on the price. I dislike buying a large bag and throwing most away." Which response belongs in the gap?

- A.** Then avoiding food waste belongs in the comparison, alongside the price and what you can store safely.
- B.** Let us start with your storage capacity instead of assuming that everyone has a full refrigerator and freezer.
- C.** Yes, and check acceptability too. Which would you actually enjoy alongside your rice and beans?
- D.** The unit price may be lower for a large package while the upfront cost is higher.

[Answers and explanations, page 122](#)

A Read the situation

LESSON 04 / DISCUSSING NUTRIENT SOURCES WITHOUT A ONE-FOOD SOLUTION

Explain nutrient-source terminology while distinguishing dietary preference from a verified deficiency.

Plant-based does not describe the whole pattern

Dev has recently started eating a fully plant-based diet and asks whether every plant-based drink has the same nutrients as dairy milk. Dietitian Noor compares two invented labels: Drink A lists added calcium and vitamin B12; Drink B lists neither. No blood results, symptoms, quantities consumed, or personal requirements are supplied. The conversation concerns sources and labels, not a diagnosis or supplement dose.

People: Dev, Client; Noor, Dietitian.

Read the record

Choose one answer per question using the facts above.

1. Which product lists added calcium and vitamin B12?

- A. Drink B
- B. Both products
- C. Neither product
- D. Drink A

2. What has not been supplied?

- A. Dev's stated preference
- B. The absence of listed B12 in Drink B
- C. Individual nutrient requirements
- D. Two label descriptions

3. What can the discussion establish from the labels alone?

- A. The listed nutrient differences
- B. A confirmed B12 deficiency
- C. A safe supplement dose
- D. Complete dietary adequacy

[Answers and explanations, page 123](#)

B Vocabulary in use

CORE TERMS

plant-based pattern

Eating pattern centered on plant foods, with the exact exclusions needing clarification.

clarify a plant-based pattern

vegetarian diet

Pattern excluding meat, with other exclusions varying by type.

clarify a vegetarian diet

micronutrient

Vitamin or mineral needed in relatively small amounts.

identify a micronutrient

amino acid

Building block of proteins.

explain an amino acid

fortification

Addition of nutrients to a food product.

check for fortification

vitamin B12

Vitamin needed for normal blood and nervous-system functions.

identify a reliable vitamin B12 source

vegan diet

Dietary pattern excluding animal-derived foods.

assess a vegan diet

macronutrient

Nutrient required in relatively large amounts, such as protein or carbohydrate.

explain a macronutrient

protein source

Food contributing protein to the diet.

vary the protein sources

legume

Plant food group including beans, peas, and lentils.

include familiar legumes

calcium

Mineral involved in bone structure and other body functions.

identify a calcium source

iron

Mineral involved in oxygen transport and other functions.

discuss dietary iron sources

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

plant-based pattern PLANT-BASED PATTERN

clarify a plant-based pattern

Keep the meaning precise: Eating pattern centered on plant foods, with the exact exclusions needing clarification.

protein source PROTEIN SOURCE

vary the protein sources

Keep the meaning precise: Food contributing protein to the diet.

B Precision and professional shorthand

EXTEND YOUR RANGE

heme iron

Form of dietary iron found in animal tissues.
distinguish heme iron

bioavailability

Extent to which an ingested substance is available for use by the body.
discuss nutrient bioavailability

dietary variety

Range of foods included over time.
explore dietary variety

clarification request

Question that resolves an unclear meaning or instruction.
make a targeted clarification request

working assumption

Provisional premise used while information is incomplete.
challenge a working assumption

action owner

Named person responsible for a specified next step.
confirm the action owner

non-heme iron

Form of dietary iron found in plant foods and other sources.
explain non-heme iron

nutrient adequacy

Whether intake meets relevant nutritional needs.
assess nutrient adequacy

enrichment

Addition of specified nutrients, often to restore amounts lost in processing.
distinguish enrichment from a product claim

source attribution

Identification of where information came from.
preserve source attribution

scope boundary

Limit of the work or authority being discussed.
state the scope boundary

check-back

Restatement used to verify that a message was understood.
complete a check-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

iron IRON

discuss dietary iron sources

Keep the meaning precise: Mineral involved in oxygen transport and other functions.

dietary variety DIETARY VARIETY

explore dietary variety

Keep the meaning precise: Range of foods included over time.

Phrases that move the work forward

Clarify the pattern

What does plant-based mean in your meals?

Explain fortification

This product has specified nutrients added to it.

Ask for the actual item

Could we look at the brand and current label you use?

Explain a source

A source contributes a nutrient; it does not automatically meet every need.

Dev / in the conversation

I switched to plant-based meals, and I assumed these two drinks would be more or less interchangeable.

Dev / in the conversation

I use beans, lentils, grains, vegetables, and whichever drink is available.

Dev / in the conversation

I can see calcium on one label.

Noor / in the conversation

This one lists fortification, while the other label does not list those added nutrients.

Compare products

These drinks have different nutrient profiles despite similar packaging.

Avoid a leap

That label difference does not diagnose a deficiency.

Broaden the account

Let us look at the whole pattern rather than one food.

Preserve scope

Any individualized recommendation needs the appropriate assessment.

Noor / in the conversation

Before comparing them, could you explain your plant-based pattern and which foods you now include or leave out?

Noor / in the conversation

It tells me the exclusions, but not everything about quantities or nutrient sources.

Dev / in the conversation

Does that mean it occurs in all drinks made from plants?

Dev / in the conversation

So I should check the actual product, not treat the words plant-based as a complete nutrition statement.

Precision in real exchanges

Purpose: Avoid a leap

Useful wording: That label difference does not diagnose a deficiency.

Purpose: Ask for the actual item

Useful wording: Could we look at the brand and current label you use?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which explanation is accurate?

- A.** Drink A meets all of Dev's needs
- B.** Drink A lists added B12; Drink B does not
- C.** Both drinks must be nutritionally identical
- D.** Drink B proves Dev has a deficiency

2. Which question clarifies the dietary label?

- A.** Which foods do you include and exclude?
- B.** Why refuse every nutrient?
- C.** You must eat the same meals daily?
- D.** Does vegan mean you need no assessment?

3. A colleague needs the term for this meaning: Nutrient required in relatively large amounts, such as protein or carbohydrate. Which term fits?

- A.** fortification
- B.** working assumption
- C.** bioavailability
- D.** macronutrient

D Choose the response that fits / continued

4. Rebuild the exchange from "Plant-based does not describe the whole pattern".
Dev: "I can see calcium on one label. Does that mean it occurs in all drinks made from plants?" **Noor:** [missing response] **Dev:** "So I should check the actual product, not treat the words plant-based as a complete nutrition statement." **Which response belongs in the gap?**

- A.** Those are legumes. Familiar foods are useful starting points when we discuss the variety of your meals.
- B.** No. This one lists fortification, while the other label does not list those added nutrients.
- C.** Before comparing them, could you explain your plant-based pattern and which foods you now include or leave out?
- D.** Bioavailability concerns how a substance becomes available for use by the body, not availability on a shelf.

[Answers and explanations, page 123](#)

One useful distinction

Fortified is a product description, not a promise that every nutritional need is met. Neither the dietary label nor the two drink labels establish a deficiency.

Conversation

Plant-based does not describe the whole pattern

Plant-based does not describe the whole pattern

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

vitamin B12 / Bioavailability / legumes / fortification / dietary variety / protein source /
vegan diet / micronutrient / Nutrient adequacy / plant-based pattern

- 01 **Dev:** I switched to plant-based meals, and I assumed these two drinks would be more or less interchangeable.
- 02 **Noor:** Before comparing them, could you explain your ¹ _____ and which foods you now include or leave out?
- 03 **Dev:** I no longer eat animal-derived foods. I use beans, lentils, grains, vegetables, and whichever drink is available.
- 04 **Noor:** That describes a ² _____. It tells me the exclusions, but not everything about quantities or nutrient sources.
- 05 **Dev:** I can see calcium on one label. Does that mean it occurs in all drinks made from plants?
- 06 **Noor:** No. This one lists ³ _____, while the other label does not list those added nutrients.
- 07 **Dev:** So I should check the actual product, not treat the words plant-based as a complete nutrition statement.
- 08 **Noor:** Exactly. Drink A lists ⁴ _____ and calcium; Drink B does not list either in the information we have.
- 09 **Dev:** Does choosing Drink B yesterday mean I have a deficiency, or is that jumping ahead of the evidence?
- 10 **Noor:** It is a jump. ⁵ _____ needs an assessment of the broader pattern and any relevant clinical information.

Conversation continues on the next page.

Plant-based does not describe the whole pattern

CONVERSATION / CONTINUED

- 11 **Dev:** People also tell me that only one particular food can supply enough protein. That sounds restrictive.
- 12 **Noor:** We can identify each ⁶ _____ you actually eat before treating one food as the answer to every question.
- 13 **Dev:** Beans and lentils are already familiar to me. I would rather discuss those than an expensive specialty product.
- 14 **Noor:** Those are ⁷ _____. Familiar foods are useful starting points when we discuss the variety of your meals.
- 15 **Dev:** I saw the word bioavailability in an article and thought it meant whether a shop had the product.
- 16 **Noor:** ⁸ _____ concerns how a substance becomes available for use by the body, not availability on a shelf.
- 17 **Dev:** Then two foods can contain a nutrient without every question about that nutrient being identical.
- 18 **Noor:** Right. We can explain that distinction without turning this label comparison into a claim about your ⁹ _____ status or prescribing a supplement.
- 19 **Dev:** I will bring the labels I actually use and a record of my meals to the next appointment.
- 20 **Noor:** That will help us discuss ¹⁰ _____ with real examples rather than assuming that every vegan diet looks the same.

CHECK THE GAPS

1. plant-based pattern / 2. vegan diet / 3. fortification / 4. vitamin B12 / 5. Nutrient adequacy / 6. protein source / 7. legumes / 8. Bioavailability / 9. micronutrient / 10. dietary variety

[Why these answers fit, page 124](#)

F Check accuracy and scope

Plant-based does not describe the whole pattern

Return to the case

Dev has recently started eating a fully plant-based diet and asks whether every plant-based drink has the same nutrients as dairy milk. Dietitian Noor compares two invented labels: Drink A lists added calcium and vitamin B12; Drink B lists neither. No blood results, symptoms, quantities consumed, or personal requirements are supplied. The conversation concerns sources and labels, not a diagnosis or supplement dose.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does bioavailability refer to?

- A.** The product's retail price
- B.** The person's willingness to buy it
- C.** Availability of an ingested substance for bodily use
- D.** Availability of a product in a shop

2. Which conclusion needs more information?

- A.** Whether the whole pattern meets Dev's needs
- B.** Which drink lists added B12
- C.** Whether two labels were supplied
- D.** Whether the case gives a blood result

[Answers and explanations, page 126](#)

Listen for the distinction

Swap roles and explain the difference between the two supplied labels without diagnosing a deficiency.

A dietary label is not a complete assessment

Ask what a person actually eats. Vegan, vegetarian, and plant-based can describe different choices and do not establish adequacy or deficiency by themselves.

F Say it / transfer to a new case

The brand changed

A client switches from a drink listing added B12 to a new brand whose label does not list B12. No symptoms or test results are supplied.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

deficiency / label / pattern / brand

- 01 **Client:** I changed the ¹ _____ I buy.
- 02 **Dietitian:** We need to check its current ² _____.
- 03 **Client:** A nutrient difference does not establish a ³ _____.
- 04 **Dietitian:** We also need the wider dietary ⁴ _____.

CHECK THE GAPS

1. brand / 2. label / 3. deficiency / 4. pattern

[Why these answers fit, page 126](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Plant-based does not describe the whole pattern". Dev: "Beans and lentils are already familiar to me. I would rather discuss those than an expensive specialty product." Noor: [missing response] Dev: "I saw the word bioavailability in an article and thought it meant whether a shop had the product." Which response belongs in the gap?

- A.** Those are legumes. Familiar foods are useful starting points when we discuss the variety of your meals.
- B.** That describes a vegan diet. It tells me the exclusions, but not everything about quantities or nutrient sources.
- C.** Bioavailability concerns how a substance becomes available for use by the body, not availability on a shelf.
- D.** Before comparing them, could you explain your plant-based pattern and which foods you now include or leave out?

[Answers and explanations, page 127](#)

Review 2 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Adapting plans to food access and culture" and "Discussing nutrient sources without a one-food solution". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Money available for food over a stated period. Which term fits?

- A. substitution
- B. shelf-stable
- C. source attribution
- D. food budget

2. A colleague needs the term for this meaning: Plant food group including beans, peas, and lentils. Which term fits?

- A. clarification request
- B. legume
- C. plant-based pattern
- D. heme iron

3. Rebuild the exchange from "The package contains two servings". Jordan: "Does that mean the label is telling me I was supposed to eat only half the package?" Lee: [missing response] Jordan: "The other yogurt looks lower in sugar per serving. Could I compare those two printed numbers directly?" Which response belongs in the gap?

- A. Correct. Keep the per-serving value attached to its serving whenever you explain the calculation to someone else.
- B. The servings per container entry says two, so the printed per-serving amounts need to be doubled here.
- C. No. The serving size explains the figures; it does not determine your individual portion or nutritional needs.
- D. Let us check the Nutrition Facts panel together before deciding which calculation fits what you ate.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "Plant-based does not describe the whole pattern".
Dev: "Then two foods can contain a nutrient without every question about that nutrient being identical." **Noor:** [missing response] **Dev:** "I will bring the labels I actually use and a record of my meals to the next appointment." **Which response belongs in the gap?**

- A.** We can identify each protein source you actually eat before treating one food as the answer to every question.
- B.** Right. We can explain that distinction without turning this label comparison into a claim about your micronutrient status or prescribing a supplement.
- C.** Exactly. Drink A lists vitamin B12 and calcium; Drink B does not list either in the information we have.
- D.** That will help us discuss dietary variety with real examples rather than assuming that every vegan diet looks the same.

[Answers and explanations, page 150](#)

A Read the situation

LESSON 05 / CLARIFYING A CLINICAL REFERRAL AND ASSESSMENT

Distinguish a referral question, a reported laboratory flag, and the conclusions an assessment can support.

A flagged result is not a complete explanation

Dr Chen refers Morgan to registered dietitian Ellis for a nutrition assessment after an electronic result is flagged outside its laboratory reference range. The actual test, value, diagnosis, and treatment plan are not supplied. Morgan asks whether the flag proves poor eating caused the result. Ellis requests the authorized referral information and explains the nutrition assessment while leaving medical interpretation to the appropriate clinician.

People: Morgan, Client; Ellis, Registered dietitian.

Read the record

Choose one answer per question using the facts above.

1. What does the supplied result establish?

- A.** A named disease is confirmed
- B.** Food caused the result
- C.** A specific diet is prescribed
- D.** A laboratory flag was reported

2. Who requested the nutrition assessment?

- A.** An anonymous advertiser
- B.** Dr Chen
- C.** Morgan's employer
- D.** A food manufacturer

3. Which question requires appropriate clinical interpretation?

- A.** Who sent the referral
- B.** Whether an assessment was requested
- C.** Whether Morgan has a question
- D.** What the flagged test means medically

[Answers and explanations, page 128](#)

B Vocabulary in use

CORE TERMS

referral question

Specific issue the referring professional asks another service to address.

clarify the referral question

medical nutrition therapy

Clinical nutrition services for a condition within an appropriately qualified professional's scope.

explain medical nutrition therapy

abnormal flag

Marker that a reported result falls outside a stated reference or alert criterion.

clarify an abnormal flag

anthropometric data

Body measurements considered with their context and limitations.

interpret anthropometric data

nutrition diagnosis

Nutrition-related problem identified through an appropriate assessment framework.

distinguish a nutrition diagnosis

etiology

Cause or contributing origin of a problem, when established.

avoid assuming etiology

nutrition assessment

Systematic collection and interpretation of nutrition-related information.

complete a nutrition assessment

laboratory reference range

Comparison interval supplied by a laboratory for a test.

check the laboratory reference range

biochemical data

Laboratory information considered in an assessment.

review biochemical data

clinical interpretation

Qualified explanation of findings in the person's clinical context.

request clinical interpretation

medical diagnosis

Identification of a disease or clinical condition by an authorized professional.

distinguish a medical diagnosis

signs and symptoms

Observed findings and reported experiences relevant to assessment.

distinguish signs and symptoms

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

referral question REFERRAL QUESTION

clarify the referral question

Keep the meaning precise: Specific issue the referring professional asks another service to address.

biochemical data BIOCHEMICAL DATA

review biochemical data

Keep the meaning precise: Laboratory information considered in an assessment.

B Precision and professional shorthand

EXTEND YOUR RANGE

care coordination

Organization of information and responsibilities across services.

support care coordination

record access

Authorized ability to view relevant information.

confirm record access

clinical context

Relevant health circumstances needed to interpret information.

preserve clinical context

clarification request

Question that resolves an unclear meaning or instruction.

make a targeted clarification request

working assumption

Provisional premise used while information is incomplete.

challenge a working assumption

action owner

Named person responsible for a specified next step.

confirm the action owner

informed permission

Agreement after the relevant purpose and process have been explained.

seek informed permission

assessment finding

Result established through the actual assessment process.

document an assessment finding

follow-up question

Unresolved issue requiring a later response or review.

assign a follow-up question

source attribution

Identification of where information came from.

preserve source attribution

scope boundary

Limit of the work or authority being discussed.

state the scope boundary

check-back

Restatement used to verify that a message was understood.

complete a check-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

signs and symptoms SIGNS AND SYMPTOMS

distinguish signs and symptoms

Keep the meaning precise: Observed findings and reported experiences relevant to assessment.

clinical context CLINICAL CONTEXT

preserve clinical context

Keep the meaning precise: Relevant health circumstances needed to interpret information.

Phrases that move the work forward

Clarify the purpose

What question did the referring clinician ask us to address?

Identify missing data

I do not yet have the actual result and its clinical context.

Separate roles

Your clinician needs to explain the medical interpretation.

Limit conclusions

That conclusion would go beyond the information we have.

Morgan / in the conversation

My result was flagged, and the referral came straight afterward.

Ellis / in the conversation

An abnormal flag does not tell us that.

Morgan / in the conversation

I only saw a colored mark in the portal.

Ellis / in the conversation

We need the clinical interpretation from the appropriate clinician, rather than guessing from the color of a portal message.

Avoid blame

The flag does not show that you caused the result through food choices.

Explain assessment

We will review relevant intake, history, and available information.

Seek permission

May I request the relevant information through the authorized route?

Assign follow-up

Let us confirm who will answer the outstanding test question.

Morgan / in the conversation

Does that mean I caused it by eating badly?

Ellis / in the conversation

I also do not yet have the actual test or its context.

Morgan / in the conversation

Nobody has explained what the test was measuring.

Morgan / in the conversation

Then what would happen in this appointment, and how is it different from repeating that medical explanation?

Precision in real exchanges

Purpose: Explain assessment

Useful wording: We will review relevant intake, history, and available information.

Purpose: Separate roles

Useful wording: Your clinician needs to explain the medical interpretation.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which sentence avoids an unsupported cause?

- A.** You were referred after a flagged result
- B.** Your food caused the result
- C.** The flag proves a nutrient deficiency
- D.** The referral confirms disease

2. What should Ellis request?

- A.** The actual referral question and authorized relevant information
- B.** A guessed test result
- C.** A replacement diagnosis from the exercise
- D.** The employer's opinion about eating

3. A colleague needs the term for this meaning: Comparison interval supplied by a laboratory for a test. Which term fits?

- A.** working assumption
- B.** nutrition diagnosis
- C.** laboratory reference range
- D.** record access

D Choose the response that fits / continued

4. Rebuild the exchange from "A flagged result is not a complete explanation".

Morgan: "Then what would happen in this appointment, and how is it different from repeating that medical explanation?" **Ellis:** [missing response] **Morgan:** "Should I bring every document I have, or is there a particular question you need answered?"
Which response belongs in the gap?

- A.** No. A nutrition diagnosis has a specific nutrition-assessment meaning; the two terms are not interchangeable.
- B.** Correct. Etiology should not be assumed simply because the nutrition appointment followed the flagged result.
- C.** We need the clinical interpretation from the appropriate clinician, rather than guessing from the color of a portal message.
- D.** A nutrition assessment looks at relevant intake, history, and available information within my professional role.

[Answers and explanations, page 128](#)

One useful distinction

A laboratory flag does not establish a dietary cause. Nutrition and medical diagnoses are not interchangeable labels; actual assessment and professional authority matter.

E Conversation

A flagged result is not a complete explanation

A flagged result is not a complete explanation

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

abnormal flag / laboratory reference range / care coordination / nutrition assessment /
referral question / clinical interpretation / record access / nutrition diagnosis /
assessment finding / Etiology

- 01 **Morgan:** My result was flagged, and the referral came straight afterward. Does that mean I caused it by eating badly?
- 02 **Ellis:** An ¹ _____ does not tell us that. I also do not yet have the actual test or its context.
- 03 **Morgan:** I only saw a colored mark in the portal. Nobody has explained what the test was measuring.
- 04 **Ellis:** We need the ² _____ from the appropriate clinician, rather than guessing from the color of a portal message.
- 05 **Morgan:** Then what would happen in this appointment, and how is it different from repeating that medical explanation?
- 06 **Ellis:** A ³ _____ looks at relevant intake, history, and available information within my professional role.
- 07 **Morgan:** Should I bring every document I have, or is there a particular question you need answered?
- 08 **Ellis:** First I will clarify the ⁴ _____ so we know what Dr Chen is asking this service to address.
- 09 **Morgan:** The portal mentions a reference range. I thought anything outside it automatically named a disease.
- 10 **Ellis:** A ⁵ _____ is a comparison interval, not a complete diagnosis. The actual result needs proper clinical context.

Conversation continues on the next page.

A flagged result is not a complete explanation

CONVERSATION / CONTINUED

- 11 **Morgan:** Could we request the information instead of my trying to remember a number I did not understand?
- 12 **Ellis:** Yes, through authorized ⁶ _____ and the appropriate permission process. We should not ask you to invent a missing value.
- 13 **Morgan:** I have also seen nutrition diagnosis in a form. Is that simply another name for a medical diagnosis?
- 14 **Ellis:** No. A ⁷ _____ has a specific nutrition-assessment meaning; the two terms are not interchangeable.
- 15 **Morgan:** So we should not label the cause before either professional has reviewed the information needed for their role.
- 16 **Ellis:** Correct. ⁸ _____ should not be assumed simply because the nutrition appointment followed the flagged result.
- 17 **Morgan:** I would like one clear route for the unanswered medical question, rather than being passed between services.
- 18 **Ellis:** That is part of ⁹ _____. We can confirm which clinician will explain the test and how the response reaches you.
- 19 **Morgan:** Then today we can clarify the assessment without describing a disease or diet that has not been established.
- 20 **Ellis:** Exactly. We will document each actual ¹⁰ _____ and keep the outstanding questions visible until the right professional answers them.

CHECK THE GAPS

1. abnormal flag / 2. clinical interpretation / 3. nutrition assessment / 4. referral question / 5. laboratory reference range / 6. record access / 7. nutrition diagnosis / 8. Etiology / 9. care coordination / 10. assessment finding

[Why these answers fit, page 129](#)

F Check accuracy and scope

A flagged result is not a complete explanation

Return to the case

Dr Chen refers Morgan to registered dietitian Ellis for a nutrition assessment after an electronic result is flagged outside its laboratory reference range. The actual test, value, diagnosis, and treatment plan are not supplied. Morgan asks whether the flag proves poor eating caused the result. Ellis requests the authorized referral information and explains the nutrition assessment while leaving medical interpretation to the appropriate clinician.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which distinction should remain explicit?

- A. Nutrition diagnosis and medical diagnosis
- B. Appointment and calendar
- C. Clinician and any adult
- D. Label and packaging color

2. Which reply best addresses Morgan's concern?

- A. No test can ever relate to nutrition
- B. We can ignore the referring clinician
- C. The flag alone does not tell us that food caused it
- D. Yes, any flag proves poor choices

[Answers and explanations, page 131](#)

Listen for the distinction

Swap roles and distinguish the assessment purpose from the unresolved medical interpretation.

A referral is a question to clarify

Do not present the client as a problem to fix. Explain why information is being collected and which professional answers each question.

F Say it / transfer to a new case

A referral lacks its question

A referral says nutrition review but provides no question or actual test results. The receiving service requests clarification from the referrer through the authorized channel.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

missing / channel / information / diagnosis

- 01 **Receiver:** The referral question is ¹ _____.
- 02 **Referrer:** I will provide the relevant test ² _____.
- 03 **Receiver:** We will use the authorized ³ _____.
- 04 **Referrer:** The referral alone is not a confirmed ⁴ _____.

CHECK THE GAPS

1. missing / 2. information / 3. channel / 4. diagnosis

[Why these answers fit, page 131](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A flagged result is not a complete explanation". Morgan: "I have also seen nutrition diagnosis in a form. Is that simply another name for a medical diagnosis?" Ellis: [missing response] Morgan: "So we should not label the cause before either professional has reviewed the information needed for their role." Which response belongs in the gap?

- A.** A nutrition assessment looks at relevant intake, history, and available information within my professional role.
- B.** Correct. Etiology should not be assumed simply because the nutrition appointment followed the flagged result.
- C.** We need the clinical interpretation from the appropriate clinician, rather than guessing from the color of a portal message.
- D.** No. A nutrition diagnosis has a specific nutrition-assessment meaning; the two terms are not interchangeable.

[Answers and explanations, page 132](#)

A Read the situation

LESSON 06 / HANDLING SUPPLEMENT CLAIMS AND INTERACTION QUESTIONS

Explain evidence limits and route product-specific safety questions without endorsing an advertising claim.

Natural is not an interaction check

Client Alex brings an online advertisement for a supplement blend described as natural and clinically tested. The advertisement does not identify the tested formulation, study population, or outcomes. Alex also takes a prescription medicine, but no medicine name or supplement dose is supplied. Nutrition professional Quinn asks for the actual product information and arranges appropriate pharmacist or prescriber review; no stop, start, or dose instruction is given.

People: Alex, Client; Quinn, Nutrition professional.

Read the record

Choose one answer per question using the facts above.

1. What is missing from the advertisement?

- A. The phrase clinically tested
- B. A product category
- C. Details of the tested formulation and outcomes
- D. The word natural

2. Why is an interaction review needed?

- A. All natural products are harmless
- B. The advertisement guarantees compatibility
- C. The exercise supplies a safe dose
- D. Alex also takes a prescription medicine

3. Which instruction is not supplied?

- A. A request for actual product information
- B. A need for appropriate review
- C. A concern about evidence
- D. A stop or start direction

[Answers and explanations, page 133](#)

B Vocabulary in use

CORE TERMS

dietary supplement

Product intended to supplement the diet under the relevant regulatory definition.

discuss a dietary supplement

active ingredient

Ingredient intended to produce a relevant effect.

identify an active ingredient

formulation

Specific composition and form of a product.

compare the tested formulation

structure/function claim

Claim about supporting a body structure or function under applicable labeling rules.

distinguish a structure/function claim

study population

People included in a research study.

identify the study population

randomized trial

Study assigning participants to groups through a random process.

describe a randomized trial

Supplement Facts panel

US label panel listing specified supplement ingredients and amounts.

inspect the Supplement Facts panel

proprietary blend

Mixture marketed under a product-specific blend designation.

clarify a proprietary blend

health claim

Statement connecting a product or substance with a health-related outcome under applicable rules.

examine a health claim

evidence quality

Strength and reliability of the information supporting a conclusion.

assess evidence quality

outcome measure

Defined result used to evaluate a study or intervention.

clarify the outcome measure

systematic review

Structured synthesis of relevant research using explicit methods.

consult a systematic review

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

dietary supplement DIETARY SUPPLEMENT

discuss a dietary supplement

Keep the meaning precise: Product intended to supplement the diet under the relevant regulatory definition.

health claim HEALTH CLAIM

examine a health claim

Keep the meaning precise: Statement connecting a product or substance with a health-related outcome under applicable rules.

B Precision and professional shorthand

EXTEND YOUR RANGE

interaction

Effect of one substance or treatment on another's action or safety.

check for an interaction

contraindication

Circumstance making an intervention inappropriate under the relevant clinical assessment.

verify a contraindication

third-party testing

Testing conducted by an organization separate from the manufacturer.

interpret third-party testing

clarification request

Question that resolves an unclear meaning or instruction.

make a targeted clarification request

working assumption

Provisional premise used while information is incomplete.

challenge a working assumption

adverse effect

Unwanted harmful effect associated with a product or intervention.

report an adverse effect

product variability

Differences in composition or characteristics between products or batches.

acknowledge product variability

pharmacist review

Assessment by a pharmacist of relevant medicine or product questions.

request pharmacist review

source attribution

Identification of where information came from.

preserve source attribution

scope boundary

Limit of the work or authority being discussed.

state the scope boundary

B Precision and professional shorthand / continued

action owner

Named person responsible for a specified next step.

confirm the action owner

check-back

Restatement used to verify that a message was understood.

complete a check-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

systematic review **SYSTEMATIC REVIEW**

consult a systematic review

Keep the meaning precise: Structured synthesis of relevant research using explicit methods.

third-party testing **THIRD-PARTY TESTING**

interpret third-party testing

Keep the meaning precise: Testing conducted by an organization separate from the manufacturer.

Phrases that move the work forward

Acknowledge interest

I can see why that claim caught your attention.

Separate evidence

Being studied is not the same as showing a useful benefit.

Check the actual product

Could we review the full label rather than the advertisement alone?

Route the question

The pharmacist or prescriber needs the exact product and medicine details.

Alex / in the conversation

The advertisement says natural and clinically tested.

Quinn / in the conversation

I can see why it sounded reassuring.

Alex / in the conversation

The front says it is a blend, and I cannot tell whether the study used this exact product.

Alex / in the conversation

The advertisement also does not say who took it.

Ask for specifics

Which formulation was tested, and in whom?

Clarify safety

Natural does not tell us whether an interaction is possible.

Explain certification limits

A quality check does not establish effectiveness for your situation.

Avoid an instruction

I am not giving a start, stop, or dose direction here.

Alex / in the conversation

I thought that made the supplement a fairly safe bet.

Quinn / in the conversation

Could we look at the full Supplement Facts panel rather than relying on those two phrases?

Quinn / in the conversation

A study of one ingredient does not automatically test every combination sold under a similar name.

Alex / in the conversation

Would that change how we interpret the results?

Precision in real exchanges

Purpose: Clarify safety

Useful wording: Natural does not tell us whether an interaction is possible.

Purpose: Check the actual product

Useful wording: Could we review the full label rather than the advertisement alone?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which question best evaluates clinically tested?

- A.** How many followers shared it?
- B.** Does the name sound scientific?
- C.** What formulation, population, and outcome were studied?
- D.** How attractive is the packaging?

2. What does natural establish here?

- A.** No possible interaction
- B.** A safe dose with any medicine
- C.** Proven effectiveness for Alex
- D.** An advertising description, not verified compatibility

3. A colleague needs the term for this meaning: Mixture marketed under a product-specific blend designation. Which term fits?

- A.** contraindication
- B.** proprietary blend
- C.** study population
- D.** working assumption

D Choose the response that fits / continued

4. Rebuild the exchange from "Natural is not an interaction check". Alex: "The advertisement also does not say who took it. Would that change how we interpret the results?" Quinn: [missing response] Alex: "It says people felt better, but I cannot find what they measured or what they compared it with." Which response belongs in the gap?

- A.** Yes. The study population helps us judge whether the evidence is relevant to the person asking the question.
- B.** We need the outcome measure, along with the study design, before treating that phrase as a demonstrated benefit.
- C.** Then the health claim can be assessed properly before anyone gives you a personalized recommendation about the product.
- D.** Third-party testing can address particular quality questions. It is not proof of effectiveness for every person or purpose.

[Answers and explanations, page 133](#)

One useful distinction

Clinically tested does not state what was tested or whether a meaningful benefit was demonstrated. Natural does not establish safety, and a quality-testing mark does not prove clinical effectiveness.

Conversation

Natural is not an interaction check

Natural is not an interaction check

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

study population / health claim / outcome measure / Third-party testing / adverse effect
/ Evidence quality / interaction / formulation / pharmacist review /
Supplement Facts panel

- 01 **Alex:** The advertisement says natural and clinically tested. I thought that made the supplement a fairly safe bet.
- 02 **Quinn:** I can see why it sounded reassuring. Could we look at the full ¹ _____ rather than relying on those two phrases?
- 03 **Alex:** The front says it is a blend, and I cannot tell whether the study used this exact product.
- 04 **Quinn:** The ² _____ matters. A study of one ingredient does not automatically test every combination sold under a similar name.
- 05 **Alex:** The advertisement also does not say who took it. Would that change how we interpret the results?
- 06 **Quinn:** Yes. The ³ _____ helps us judge whether the evidence is relevant to the person asking the question.
- 07 **Alex:** It says people felt better, but I cannot find what they measured or what they compared it with.
- 08 **Quinn:** We need the ⁴ _____, along with the study design, before treating that phrase as a demonstrated benefit.
- 09 **Alex:** I take a prescription medicine. The salesperson told me natural ingredients cannot interfere with it.
- 10 **Quinn:** Natural does not rule out an ⁵ _____. The actual medicine and product need qualified review together.

Conversation continues on the next page.

Natural is not an interaction check

CONVERSATION / CONTINUED

- 11 **Alex:** I have not brought the medicine name or the exact amount of supplement. I should not guess those.
- 12 **Quinn:** Correct. A useful ⁶ _____ depends on accurate details, not an approximate reconstruction of an unfamiliar label.
- 13 **Alex:** There is also a testing seal. I assumed that meant the product had been shown to work for everyone.
- 14 **Quinn:** ⁷ _____ can address particular quality questions. It is not proof of effectiveness for every person or purpose.
- 15 **Alex:** So even a well-made product and a persuasive study headline leave several different questions unanswered.
- 16 **Quinn:** Exactly. ⁸ _____ depends on the actual research, not how confidently the advertisement presents it.
- 17 **Alex:** I would rather check properly than ask you to promise a benefit or tell me a dose from this picture.
- 18 **Quinn:** That is sensible. We should also use the appropriate reporting route for any suspected ⁹ _____, rather than dismissing it because the product is sold as natural.
- 19 **Alex:** I will provide the complete product and medicine details for the appropriate professional to review.
- 20 **Quinn:** Then the ¹⁰ _____ can be assessed properly before anyone gives you a personalized recommendation about the product.

CHECK THE GAPS

1. Supplement Facts panel / 2. formulation / 3. study population / 4. outcome measure / 5. interaction / 6. pharmacist review / 7. Third-party testing / 8. Evidence quality / 9. adverse effect / 10. health claim

[Why these answers fit, page 134](#)

F Check accuracy and scope

Natural is not an interaction check

Return to the case

Client Alex brings an online advertisement for a supplement blend described as natural and clinically tested. The advertisement does not identify the tested formulation, study population, or outcomes. Alex also takes a prescription medicine, but no medicine name or supplement dose is supplied. Nutrition professional Quinn asks for the actual product information and arranges appropriate pharmacist or prescriber review; no stop, start, or dose instruction is given.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which distinction is accurate?

- A.** Quality testing and clinical effectiveness answer different questions
- B.** Any testing proves all advertised benefits
- C.** A seal replaces medicine review
- D.** A blend name identifies every dose

2. Which next step stays within the supplied facts?

- A.** Promise that no interaction exists
- B.** Obtain product details for appropriate pharmacist or prescriber review
- C.** Recommend a guessed dose
- D.** Stop the prescription immediately

[Answers and explanations, page 136](#)

Listen for the distinction

Swap roles and request the missing evidence and product details without giving treatment instructions.

Respect the question without endorsing the claim

A person may have invested money or hope in a product. Acknowledge the question, then examine what the claim actually establishes.

F Say it / transfer to a new case

A quality seal has a limited meaning

A product advertises independent testing for specified quality characteristics. The advertisement provides no clinical outcome study. A client asks whether the seal proves benefit for their condition.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

quality / supplied / guarantee / benefit

- 01 **Client:** The seal refers to specified product ¹ _____.
- 02 **Professional:** That is different from clinical ² _____.
- 03 **Client:** The outcome study is not ³ _____.
- 04 **Professional:** We should not turn the seal into a ⁴ _____.

CHECK THE GAPS

1. quality / 2. benefit / 3. supplied / 4. guarantee

[Why these answers fit, page 136](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Natural is not an interaction check". Alex: "There is also a testing seal. I assumed that meant the product had been shown to work for everyone." Quinn: [missing response] Alex: "So even a well-made product and a persuasive study headline leave several different questions unanswered." Which response belongs in the gap?

- A.** Third-party testing can address particular quality questions. It is not proof of effectiveness for every person or purpose.
- B.** Yes. The study population helps us judge whether the evidence is relevant to the person asking the question.
- C.** Then the health claim can be assessed properly before anyone gives you a personalized recommendation about the product.
- D.** We need the outcome measure, along with the study design, before treating that phrase as a demonstrated benefit.

[Answers and explanations, page 137](#)

Review 3 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Clarifying a clinical referral and assessment" and "Handling supplement claims and interaction questions". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Clinical nutrition services for a condition within an appropriately qualified professional's scope. Which term fits?

- A. informed permission
- B. source attribution
- C. medical nutrition therapy
- D. clinical interpretation

2. A colleague needs the term for this meaning: Strength and reliability of the information supporting a conclusion. Which term fits?

- A. evidence quality
- B. clarification request
- C. interaction
- D. dietary supplement

3. Rebuild the exchange from "Plant-based does not describe the whole pattern". Dev: "Does choosing Drink B yesterday mean I have a deficiency, or is that jumping ahead of the evidence?" Noor: [missing response] Dev: "People also tell me that only one particular food can supply enough protein. That sounds restrictive." Which response belongs in the gap?

- A. Before comparing them, could you explain your plant-based pattern and which foods you now include or leave out?
- B. Exactly. Drink A lists vitamin B12 and calcium; Drink B does not list either in the information we have.
- C. That describes a vegan diet. It tells me the exclusions, but not everything about quantities or nutrient sources.
- D. It is a jump. Nutrient adequacy needs an assessment of the broader pattern and any relevant clinical information.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "Natural is not an interaction check". Alex: "I would rather check properly than ask you to promise a benefit or tell me a dose from this picture." Quinn: [missing response] Alex: "I will provide the complete product and medicine details for the appropriate professional to review." Which response belongs in the gap?

- A.** The formulation matters. A study of one ingredient does not automatically test every combination sold under a similar name.
- B.** Yes. The study population helps us judge whether the evidence is relevant to the person asking the question.
- C.** I can see why it sounded reassuring. Could we look at the full Supplement Facts panel rather than relying on those two phrases?
- D.** That is sensible. We should also use the appropriate reporting route for any suspected adverse effect, rather than dismissing it because the product is sold as natural.

[Answers and explanations, page 152](#)

A Read the situation

LESSON 07 / AGREEING ON A SMALL, MEASURABLE CHANGE

Use collaborative language to agree on a bounded action and a meaningful review measure.

One prepared lunch, not a perfect week

Taylor wants a more predictable lunch routine but has not agreed to a weight target or a calorie prescription. Nutrition professional Jo offers two options: prepare lunch on one chosen workday, or identify one affordable ready-to-eat option near work. Taylor chooses to prepare lunch on Tuesday. They will review whether preparation and the lunch break were feasible, not grade the week as a success or failure.

People: Jo, Nutrition professional; Taylor, Client.

Read the record

Choose one answer per question using the facts above.

1. Which action does Taylor choose?

- A. Follow a new calorie prescription
- B. Reach a specified weight by Friday
- C. Prepare lunch for Tuesday
- D. Prepare every meal for a month

2. What will the review examine?

- A. A diagnosis from lunch choice
- B. Preparation and break feasibility
- C. Whether the whole week was perfect
- D. A promised weight change

3. Which target is absent?

- A. A chosen day
- B. A lunch action
- C. A review topic
- D. A weight target

[Answers and explanations, page 138](#)

B Vocabulary in use

CORE TERMS

collaborative goal

Action target chosen through a shared discussion.

agree on a collaborative goal

ambivalence

Mixed feelings about a proposed change.

acknowledge ambivalence

autonomy

Person's ability to make their own informed choices.

respect client autonomy

action plan

Concrete arrangement for carrying out an agreed step.

confirm the action plan

outcome goal

Target expressed as a desired result.

distinguish an outcome goal

barrier

Circumstance making an action more difficult.

identify a practical barrier

readiness

Current willingness or preparedness to attempt a change.

explore readiness without pressure

reflective listening

Restating the meaning heard to check understanding.

use reflective listening

implementation intention

Specific plan connecting an action with a situation or cue.

form an implementation intention

behavioral goal

Target expressed as an action rather than an assumed outcome.

define a behavioral goal

confidence rating

Person's stated estimate of confidence in carrying out an action.

ask for a confidence rating

facilitator

Circumstance making an action easier.

identify a facilitator

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

collaborative goal COLLABORATIVE GOAL

agree on a collaborative goal

Keep the meaning precise: Action target chosen through a shared discussion.

implementation intention IMPLEMENTATION INTENTION

form an implementation intention

Keep the meaning precise: Specific plan connecting an action with a situation or cue.

B Precision and professional shorthand

EXTEND YOUR RANGE

contingency plan

Agreed alternative for a specified disruption.
agree on a contingency plan

process measure

Indicator of whether an action or step occurred.
select a process measure

goal revision

Adjustment of an agreed goal after new information.
discuss goal revision

clarification request

Question that resolves an unclear meaning or instruction.
make a targeted clarification request

working assumption

Provisional premise used while information is incomplete.
challenge a working assumption

action owner

Named person responsible for a specified next step.
confirm the action owner

self-monitoring

Recording one's own relevant actions or experiences.
use focused self-monitoring

review point

Agreed occasion for checking progress or fit.
set a review point

nonjudgmental feedback

Response describing facts without blame or moral grading.
give nonjudgmental feedback

source attribution

Identification of where information came from.
preserve source attribution

scope boundary

Limit of the work or authority being discussed.
state the scope boundary

check-back

Restatement used to verify that a message was understood.
complete a check-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

facilitator FACILITATOR

identify a facilitator
Keep the meaning precise: Circumstance making an action easier.

goal revision GOAL REVISION

discuss goal revision
Keep the meaning precise: Adjustment of an agreed goal after new information.

Phrases that move the work forward

Reflect the tension

You want a steadier routine, but evenings are already crowded.

Respect choice

Which option would you prefer to try?

Check confidence

How confident do you feel about that particular action?

Review neutrally

What made the action easier or harder this time?

Jo / in the conversation

You want a steadier lunch routine, but you have said that evenings already feel crowded.

Jo / in the conversation

We have two options today: prepare lunch once, or identify one affordable ready-to-eat option near work.

Jo / in the conversation

We do not have to start with a whole week.

Taylor / in the conversation

That feels like a collaborative goal I have actually chosen, rather than another rule someone has assigned.

Offer bounded options

Would preparing once or identifying a nearby option fit better?

Make it specific

Which day and which preparation step are you choosing?

Plan for disruption

What is the agreed alternative if the shift changes?

Separate outcome

We are checking whether the action worked, not promising a weight change.

Taylor / in the conversation

That reflective listening is closer to what I mean than telling me I need more discipline.

Taylor / in the conversation

I like preparing food, but a whole week of packed lunches feels too much.

Jo / in the conversation

Which option would you prefer to try first?

Jo / in the conversation

Which workday would fit best, and what preparation step would make it possible in your current routine?

Precision in real exchanges

Purpose: Make it specific

Useful wording: Which day and which preparation step are you choosing?

Purpose: Check confidence

Useful wording: How confident do you feel about that particular action?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which goal matches the agreement?

- A.** Prepare lunch for Tuesday and review feasibility
- B.** Never miss lunch again
- C.** Lose a stated amount this week
- D.** Follow the professional's entire routine

2. Which question explores a barrier without blame?

- A.** Why did you fail again?
- B.** Why are you unmotivated?
- C.** Why ignore everything we discussed?
- D.** What got in the way of the preparation step?

3. A colleague needs the term for this meaning: Restating the meaning heard to check understanding. Which term fits?

- A.** process measure
- B.** working assumption
- C.** outcome goal
- D.** reflective listening

D Choose the response that fits / continued

4. Rebuild the exchange from "One prepared lunch, not a perfect week". Jo: "We do not have to start with a whole week. Which option would you prefer to try first?" Taylor: [missing response] Jo: "Which workday would fit best, and what preparation step would make it possible in your current routine?" Which response belongs in the gap?

- A.** I feel some ambivalence. I like preparing food, but a whole week of packed lunches feels too much.
- B.** Tuesday. My action plan is to prepare it on Monday evening while I am already in the kitchen.
- C.** Preparing one lunch. That feels like a collaborative goal I have actually chosen, rather than another rule someone has assigned.
- D.** That process measure makes sense. It tells us something useful about the routine, not just whether I tried hard.

[Answers and explanations, page 138](#)

One useful distinction

Preparing one lunch is a behavioral goal. It is not a promise of weight change, and missing it does not prove unwillingness. Review the actual barrier before changing the plan.

E Conversation

One prepared lunch, not a perfect week

One prepared lunch, not a perfect week

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

contingency plan / process measure / action plan / barrier / autonomy /
collaborative goal / goal revision / behavioral goal / reflective listening / ambivalence

- 01 **Jo:** You want a steadier lunch routine, but you have said that evenings already feel crowded. Have I understood?
- 02 **Taylor:** Yes. That ¹ _____ is closer to what I mean than telling me I need more discipline.
- 03 **Jo:** We have two options today: prepare lunch once, or identify one affordable ready-to-eat option near work.
- 04 **Taylor:** I feel some ² _____. I like preparing food, but a whole week of packed lunches feels too much.
- 05 **Jo:** We do not have to start with a whole week. Which option would you prefer to try first?
- 06 **Taylor:** Preparing one lunch. That feels like a ³ _____ I have actually chosen, rather than another rule someone has assigned.
- 07 **Jo:** Which workday would fit best, and what preparation step would make it possible in your current routine?
- 08 **Taylor:** Tuesday. My ⁴ _____ is to prepare it on Monday evening while I am already in the kitchen.
- 09 **Jo:** That names a clear action and a time. How confident do you feel about that particular step?
- 10 **Taylor:** More confident than about five lunches. The main ⁵ _____ would be an unexpected late shift on Monday.

Conversation continues on the next page.

One prepared lunch, not a perfect week

CONVERSATION / CONTINUED

- 11 **Jo:** Then let us keep the alternative visible rather than pretend that your shift can never change.
- 12 **Taylor:** My ⁶ _____ can use the nearby option we discussed if that happens, within the actual budget.
- 13 **Jo:** At the review, we can ask whether preparation worked and whether you had a break to eat.
- 14 **Taylor:** That ⁷ _____ makes sense. It tells us something useful about the routine, not just whether I tried hard.
- 15 **Jo:** Exactly. We have not agreed to a weight target, and this one lunch cannot promise a particular result.
- 16 **Taylor:** So this is a ⁸ _____, not a test of whether my body changes by the next appointment.
- 17 **Jo:** Correct. If the action does not fit, we can look at what happened and adjust the agreement.
- 18 **Taylor:** A ⁹ _____ would feel more useful than calling the whole week unsuccessful because Tuesday went differently.
- 19 **Jo:** We will review the facts together and keep your choice central. You can also say that an option no longer fits.
- 20 **Taylor:** That ¹⁰ _____ makes the small step easier to own. Tuesday lunch is the action I want to try.

CHECK THE GAPS

1. reflective listening / 2. ambivalence / 3. collaborative goal / 4. action plan / 5. barrier / 6. contingency plan / 7. process measure / 8. behavioral goal / 9. goal revision / 10. autonomy

[Why these answers fit, page 139](#)

F Check accuracy and scope

One prepared lunch, not a perfect week

Return to the case

Taylor wants a more predictable lunch routine but has not agreed to a weight target or a calorie prescription. Nutrition professional Jo offers two options: prepare lunch on one chosen workday, or identify one affordable ready-to-eat option near work. Taylor chooses to prepare lunch on Tuesday. They will review whether preparation and the lunch break were feasible, not grade the week as a success or failure.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which is the most relevant process measure?

- A.** Whether every meal was identical
- B.** Whether Taylor pleased Jo
- C.** Whether the lunch was prepared and a break was available
- D.** A guaranteed change in body weight

2. How should mixed feelings be described?

- A.** A confirmed medical diagnosis
- B.** Automatic refusal of all help
- C.** Ambivalence about the proposed change
- D.** Proof of dishonesty

[Answers and explanations, page 141](#)

Listen for the distinction

Swap roles and practice the neutral review question without adding a weight target.

The client chooses the action

A practical goal is an agreement, not a command disguised as a question. Avoid assuming that uncertainty means lack of motivation.

F Say it / transfer to a new case

The shift changed

Taylor prepared Tuesday lunch, but an unexpected shift change removed the planned break. The next review distinguishes preparation from the opportunity to eat.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

blame / process / prepared / unavailable

- 01 **Client:** The lunch was ¹ _____.
- 02 **Professional:** The planned break became ² _____.
- 03 **Client:** Those are separate parts of the ³ _____.
- 04 **Professional:** We can review the barrier without ⁴ _____.

CHECK THE GAPS

1. prepared / 2. unavailable / 3. process / 4. blame

[Why these answers fit, page 141](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "One prepared lunch, not a perfect week". Jo: "At the review, we can ask whether preparation worked and whether you had a break to eat." Taylor: [missing response] Jo: "Exactly. We have not agreed to a weight target, and this one lunch cannot promise a particular result." Which response belongs in the gap?

- A.** That process measure makes sense. It tells us something useful about the routine, not just whether I tried hard.
- B.** Preparing one lunch. That feels like a collaborative goal I have actually chosen, rather than another rule someone has assigned.
- C.** Tuesday. My action plan is to prepare it on Monday evening while I am already in the kitchen.
- D.** I feel some ambivalence. I like preparing food, but a whole week of packed lunches feels too much.

[Answers and explanations, page 142](#)

A Read the situation

LESSON 08 / COORDINATING FOLLOW-UP AND PRACTICAL FOOD SUPPORT

Give a concise nutrition-support handoff that distinguishes requests, eligibility checks, and confirmed arrangements.

A referral is not a delivered meal

Dietitian Amira and community coordinator Ben discuss client Pat, who has consented to a relevant information exchange. Pat reports difficulty shopping while recovering at home. A community meal-service referral has been sent, but eligibility, start date, and delivery have not been confirmed. No diet order or swallowing assessment is supplied. Amira and Ben agree who will check the referral status and contact Pat.

People: Amira, Dietitian; Ben, Community coordinator.

Read the record

Choose one answer per question using the facts above.

1. What is already complete?

- A. Establishing a diet order
- B. Sending the referral
- C. Confirming eligibility
- D. Delivering the first meal

2. What concern has Pat reported?

- A. A diagnosed swallowing problem
- B. A specific food allergy
- C. A prescribed texture level
- D. Difficulty shopping during recovery at home

3. What permission is stated?

- A. Permission to invent clinical instructions
- B. Consent to the relevant information exchange
- C. Consent to public sharing
- D. Blanket access for every organization

[Answers and explanations, page 143](#)

B Vocabulary in use

CORE TERMS

discharge nutrition plan

Nutrition-related arrangements communicated when a person leaves a care setting.

clarify a discharge nutrition plan

eligibility criteria

Conditions a person must meet to access a service.

confirm eligibility criteria

referral acceptance

Confirmation that the receiving service has accepted a request.

verify referral acceptance

waiting list

Record of people awaiting access to a service.

explain waiting-list status

consent to share

Permission for a defined information exchange under applicable requirements.

document consent to share

diet order

Authorized clinical instruction specifying a dietary requirement.

verify a diet order

community referral

Request for support from a community service.

track a community referral

service capacity

Amount of support a service can currently provide.

check service capacity

delivery schedule

Agreed timing of deliveries.

confirm the delivery schedule

interim arrangement

Temporary support while a longer-term arrangement is pending.

confirm an interim arrangement

minimum necessary information

Relevant information limited to the purpose and applicable rules.

share minimum necessary information

texture modification

Change in food texture under an appropriate assessed plan.

clarify prescribed texture modification

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

discharge nutrition plan DISCHARGE NUTRITION PLAN

clarify a discharge nutrition plan

Keep the meaning precise: Nutrition-related arrangements communicated when a person leaves a care setting.

delivery schedule DELIVERY SCHEDULE

confirm the delivery schedule

Keep the meaning precise: Agreed timing of deliveries.

B Precision and professional shorthand

EXTEND YOUR RANGE

swallowing assessment

Evaluation of swallowing by appropriately qualified professionals.

request a swallowing assessment

confirmed contact

Verified communication with the intended person.

document confirmed contact

service handoff

Transfer of relevant information and responsibilities between services.

complete a service handoff

clarification request

Question that resolves an unclear meaning or instruction.

make a targeted clarification request

working assumption

Provisional premise used while information is incomplete.

challenge a working assumption

action owner

Named person responsible for a specified next step.

confirm the action owner

contact attempt

Effort to reach someone, distinct from successful contact.

record a contact attempt

continuity of support

Ongoing availability and coordination of needed assistance.

maintain continuity of support

closed-loop referral

Referral process that checks receipt, action, and relevant outcome.

complete a closed-loop referral

source attribution

Identification of where information came from.

preserve source attribution

scope boundary

Limit of the work or authority being discussed.

state the scope boundary

check-back

Restatement used to verify that a message was understood.

complete a check-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

texture modification TEXTURE MODIFICATION

clarify prescribed texture modification

Keep the meaning precise: Change in food texture under an appropriate assessed plan.

service handoff SERVICE HANDOFF

complete a service handoff

Keep the meaning precise: Transfer of relevant information and responsibilities between services.

Phrases that move the work forward

State the practical concern

Pat reports difficulty getting to the shops during recovery.

Limit information

I will share only what is relevant through the authorized route.

Assign the check

Who will confirm eligibility and the possible start date?

Keep support visible

What is the actual arrangement while the referral is pending?

Amira / in the conversation

Pat has agreed to this relevant information exchange and reports difficulty shopping while recovering at home.

Amira / in the conversation

I do not have confirmation of eligibility, a start date, or a first delivery.

Amira / in the conversation

Please also ask what support they can currently offer.

Ben / in the conversation

Service capacity may affect timing even when someone meets the access conditions.

Separate stages

The referral is sent; acceptance and delivery are not confirmed.

Avoid an invented order

No verified diet order is included in this handoff.

Check contact

Was that a contact attempt or a completed conversation?

Close the loop

Please confirm the status and who will update Pat.

Ben / in the conversation

Has the community referral been sent, or has the meal service already confirmed an arrangement?

Ben / in the conversation

I will check the eligibility criteria with the actual service instead of assuming that submission means approval.

Amira / in the conversation

We should not promise something outside their capacity.

Amira / in the conversation

Pat needs a clear account of what is pending, not a message that meals have started when they have not.

Precision in real exchanges

Purpose: Avoid an invented order

Useful wording: No verified diet order is included in this handoff.

Purpose: Assign the check

Useful wording: Who will confirm eligibility and the possible start date?

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which handoff states the current position accurately?

- A.** Referral sent; eligibility and start date unconfirmed
- B.** Meals have started
- C.** Eligibility is approved
- D.** The first delivery was received

2. Which instruction must not be added?

- A.** The existence of consent
- B.** The pending referral status
- C.** A texture-modified diet order
- D.** Pat's reported shopping difficulty

3. A colleague needs the term for this meaning: Amount of support a service can currently provide. Which term fits?

- A.** working assumption
- B.** service capacity
- C.** consent to share
- D.** confirmed contact

D Choose the response that fits / continued

4. Rebuild the exchange from "A referral is not a delivered meal". Amira: "Please also ask what support they can currently offer. We should not promise something outside their capacity." Ben: [missing response] Amira: "Pat needs a clear account of what is pending, not a message that meals have started when they have not." Which response belongs in the gap?

- A.** I will distinguish referral acceptance from the later delivery arrangement when I give the update.
- B.** Agreed. Service capacity may affect timing even when someone meets the access conditions.
- C.** Thank you. Has the community referral been sent, or has the meal service already confirmed an arrangement?
- D.** Yes. Consent to share does not mean unrestricted sharing of every record with every organization.

[Answers and explanations, page 143](#)

One useful distinction

Referral sent does not mean service started. Confirm the actual stage and responsible contact without supplying a diet order or swallowing instruction that the case does not contain.

E Conversation

A referral is not a delivered meal

A referral is not a delivered meal

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

closed-loop referral / Consent to share / diet order / delivery schedule /
community referral / Service capacity / eligibility criteria / contact attempt /
texture modification / referral acceptance

- 01 **Amira:** Pat has agreed to this relevant information exchange and reports difficulty shopping while recovering at home.
- 02 **Ben:** Thank you. Has the ¹ _____ been sent, or has the meal service already confirmed an arrangement?
- 03 **Amira:** It has been sent. I do not have confirmation of eligibility, a start date, or a first delivery.
- 04 **Ben:** I will check the ² _____ with the actual service instead of assuming that submission means approval.
- 05 **Amira:** Please also ask what support they can currently offer. We should not promise something outside their capacity.
- 06 **Ben:** Agreed. ³ _____ may affect timing even when someone meets the access conditions.
- 07 **Amira:** Pat needs a clear account of what is pending, not a message that meals have started when they have not.
- 08 **Ben:** I will distinguish ⁴ _____ from the later delivery arrangement when I give the update.
- 09 **Amira:** There is no verified diet order in this handoff. Please do not infer one from the name of my service.
- 10 **Ben:** Understood. A ⁵ _____ would need the actual authorized instruction, not a guess based on the referral source.

Conversation continues on the next page.

A referral is not a delivered meal

CONVERSATION / CONTINUED

- 11 **Amira:** The same applies to food texture. This case does not contain a swallowing assessment or related instruction.
- 12 **Ben:** I will not add ⁶ _____ to the request unless the appropriate verified information is provided through the real process.
- 13 **Amira:** We should keep the information exchange limited to what the service needs for this purpose.
- 14 **Ben:** Yes. ⁷ _____ does not mean unrestricted sharing of every record with every organization.
- 15 **Amira:** When you contact Pat, please distinguish leaving a message from actually speaking with the client.
- 16 **Ben:** I will record a ⁸ _____ separately if there is no answer, and follow the appropriate process for the unresolved need.
- 17 **Amira:** Who will confirm the start date and check what the actual arrangement is while the referral is pending?
- 18 **Ben:** I will own that check and report the ⁹ _____ only when the service confirms it. Any immediate need follows the real support pathway.
- 19 **Amira:** Then the next update should tell us the status, what Pat has been told, and what remains outstanding.
- 20 **Ben:** That will make this a ¹⁰ _____ rather than an administrative task that ends as soon as a form is submitted.

CHECK THE GAPS

1. community referral / 2. eligibility criteria / 3. Service capacity / 4. referral acceptance / 5. diet order / 6. texture modification / 7. Consent to share / 8. contact attempt / 9. delivery schedule / 10. closed-loop referral

[Why these answers fit, page 144](#)

F Check accuracy and scope

A referral is not a delivered meal

Return to the case

Dietitian Amira and community coordinator Ben discuss client Pat, who has consented to a relevant information exchange. Pat reports difficulty shopping while recovering at home. A community meal-service referral has been sent, but eligibility, start date, and delivery have not been confirmed. No diet order or swallowing assessment is supplied. Amira and Ben agree who will check the referral status and contact Pat.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which question checks a real outcome?

- A.** Was a form opened on screen?
- B.** Was a draft message typed?
- C.** Does the team hope delivery happened?
- D.** Has the service confirmed a start date and informed Pat?

2. Which statement distinguishes contact states?

- A.** No reply means consent
- B.** A sent text proves delivery of food
- C.** A voicemail is an attempt, not confirmed contact
- D.** Leaving a message proves understanding

[Answers and explanations, page 146](#)

Listen for the distinction

Swap roles and repeat the ownership and contact statements without adding clinical diet instructions.

Distinguish the administrative step from the lived result

Sent, accepted, scheduled, and delivered are different states. A person can still lack food after a referral has been entered.

F Say it / transfer to a new case

The service accepted, but the client has not been reached

The meal service accepts a referral and proposes Thursday as a start date. The coordinator leaves a voicemail for the client but has not spoken with them. No delivery has occurred.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

attempt / proposed / accepted / occurred

- 01 **Coordinator:** The referral is now ¹ _____.
- 02 **Colleague:** Thursday is the ² _____ start date.
- 03 **Coordinator:** The voicemail was a contact ³ _____.
- 04 **Colleague:** A delivery has not yet ⁴ _____.

CHECK THE GAPS

1. accepted / 2. proposed / 3. attempt / 4. occurred

[Why these answers fit, page 146](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A referral is not a delivered meal". Amira: "We should keep the information exchange limited to what the service needs for this purpose." Ben: [missing response] Amira: "When you contact Pat, please distinguish leaving a message from actually speaking with the client." Which response belongs in the gap?

- A.** I will distinguish referral acceptance from the later delivery arrangement when I give the update.
- B.** I will check the eligibility criteria with the actual service instead of assuming that submission means approval.
- C.** Thank you. Has the community referral been sent, or has the meal service already confirmed an arrangement?
- D.** Yes. Consent to share does not mean unrestricted sharing of every record with every organization.

[Answers and explanations, page 147](#)

Review 4 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Agreeing on a small, measurable change" and "Coordinating follow-up and practical food support". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Mixed feelings about a proposed change. Which term fits?

- A. ambivalence
- B. source attribution
- C. self-monitoring
- D. behavioral goal

2. A colleague needs the term for this meaning: Temporary support while a longer-term arrangement is pending. Which term fits?

- A. swallowing assessment
- B. interim arrangement
- C. clarification request
- D. discharge nutrition plan

3. Rebuild the exchange from "Natural is not an interaction check". Alex: "I take a prescription medicine. The salesperson told me natural ingredients cannot interfere with it." Quinn: [missing response] Alex: "I have not brought the medicine name or the exact amount of supplement. I should not guess those." Which response belongs in the gap?

- A. Exactly. Evidence quality depends on the actual research, not how confidently the advertisement presents it.
- B. Correct. A useful pharmacist review depends on accurate details, not an approximate reconstruction of an unfamiliar label.
- C. Yes. The study population helps us judge whether the evidence is relevant to the person asking the question.
- D. Natural does not rule out an interaction. The actual medicine and product need qualified review together.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "A referral is not a delivered meal". Amira: "Who will confirm the start date and check what the actual arrangement is while the referral is pending?" Ben: [missing response] Amira: "Then the next update should tell us the status, what Pat has been told, and what remains outstanding." Which response belongs in the gap?

- A.** I will record a contact attempt separately if there is no answer, and follow the appropriate process for the unresolved need.
- B.** That will make this a closed-loop referral rather than an administrative task that ends as soon as a form is submitted.
- C.** I will own that check and report the delivery schedule only when the service confirms it. Any immediate need follows the real support pathway.
- D.** I will not add texture modification to the request unless the appropriate verified information is provided through the real process.

[Answers and explanations, page 154](#)

Language for the next case

Checking a food-allergy message before a group event

reported allergy

A reported allergy needs accurate clarification and the appropriate safety process, rather than being relabeled as an ordinary preference.

Hana: Correct. A reported allergy must remain accurately attributed while the relevant information is clarified through the appropriate route.

ingredient verification

Ingredient verification checks the actual ingredients and current product information rather than relying on an old menu or a dish name.

Hana: An ingredient verification needs current details, including any substitutions the kitchen actually plans to use.

Purpose-limited sharing

Purpose-limited sharing restricts relevant personal information to the people and purpose for which it is legitimately needed.

Hana: Good. Purpose-limited sharing avoids turning a necessary coordination message into a general announcement about someone's health.

allergen cross-contact

Allergen cross-contact concerns unintended transfer of an allergen and is not resolved merely by removing a visible garnish.

Hana: Not on these facts. We do not have verified ingredients or information about allergen cross-contact during actual preparation and service.

preparation controls

Preparation controls describe actual arrangements intended to manage food-handling risks and must be verified by the responsible service.

Hana: Yes. A specific claim about preparation controls needs verification from the people responsible for those controls.

verified arrangement

A verified arrangement reflects confirmed practical facts and must not be confused with an unsupported promise that a dish is safe.

Hana: Correct. A verified arrangement is different from a reassuring phrase with no confirmed preparation information behind it.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Checking a food-allergy message before a group event

Nutrition educator Hana helps event coordinator Eli clarify a participant's reported food allergy. The actual allergen and clinical severity are not supplied. The venue has not confirmed its ingredients or preparation arrangements. They agree to seek the appropriate information and use the real allergy-safety process rather than promise a dish is safe.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

reported allergy / preparation controls / ingredient verification / Purpose-limited sharing /
verified arrangement / allergen cross-contact

- 01 **Eli:** A participant reported a food allergy, and the registration form reduced it to a general meal preference.
- 02 **Hana:** We need to preserve that distinction and follow the venue's actual allergy-safety process, not treat the two labels as interchangeable.
- 03 **Eli:** I do not have the exact allergen in this note. I should not guess from the dish they asked about.
- 04 **Hana:** Correct. A ¹ _____ must remain accurately attributed while the relevant information is clarified through the appropriate route.
- 05 **Eli:** The kitchen said it could remove a garnish. Would that be enough to tell the participant the dish is safe?
- 06 **Hana:** Not on these facts. We do not have verified ingredients or information about ² _____ during actual preparation and service.

Conversation / continued

- 07 **Eli:** So removing something visible does not establish what happened before the plate reached the table.
- 08 **Hana:** Exactly. We need the responsible food-service team to explain the actual arrangements, not an assurance invented by the event office.
- 09 **Eli:** I will request the current recipe and product information rather than last year's sample menu.
- 10 **Hana:** An ³ _____ needs current details, including any substitutions the kitchen actually plans to use.

Conversation continues on the next page.

Checking a food-allergy message before a group event

CONVERSATION / CONTINUED

- 11 **Eli:** We should also avoid promising that separate utensils are used when nobody has confirmed the preparation process.
- 12 **Hana:** Yes. A specific claim about ⁴ _____ needs verification from the people responsible for those controls.
- 13 **Eli:** If the kitchen cannot provide the assurance the participant needs, we should say that plainly.
- 14 **Hana:** And use the actual safety and access process to discuss appropriate arrangements, without pressuring the person to accept an uncertain option.
- 15 **Eli:** I will keep the participant's information limited to the people who need it for this purpose.
- 16 **Hana:** Good. ⁵ _____ avoids turning a necessary coordination message into a general announcement about someone's health.
- 17 **Eli:** The final message should identify what the venue has confirmed and which question is still unresolved.
- 18 **Hana:** It should also make clear who the participant can contact before the event and how the real emergency procedures are handled onsite.
- 19 **Eli:** Then we have a factual coordination task, not permission to diagnose an allergy or improvise a clinical response.
- 20 **Hana:** Correct. A ⁶ _____ is different from a reassuring phrase with no confirmed preparation information behind it.

CHECK THE GAPS

1. reported allergy / 2. allergen cross-contact / 3. ingredient verification / 4. preparation controls / 5. Purpose-limited sharing / 6. verified arrangement

[Why these answers fit, page 156](#)

A recipe substitution was not checked

A venue changes a packaged ingredient after an earlier menu review. The replacement product has not been checked against the participant's reported allergen information. No dish-safety assurance is established.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

replacement / product / verification / assurance

- 01 **Coordinator:** The recipe now uses a ¹ _____ ingredient.
- 02 **Educator:** The earlier check does not verify the new ² _____.
- 03 **Coordinator:** We need the responsible team's current ³ _____.
- 04 **Educator:** We cannot offer an unsupported safety ⁴ _____.

CHECK THE GAPS

1. replacement / 2. product / 3. verification / 4. assurance

[Why these answers fit, page 156](#)

Keep the distinction audible

Distinguish a reported allergy from a preference and avoid unsupported assurances about shared preparation.

Language for the next case

Making a remote consultation private and usable

privacy

Privacy concerns the conditions under which personal information is discussed and is not guaranteed merely because an appointment is online.

Sofia: Thank you. I need privacy before I can explain my routine honestly, especially when the room is shared.

informed agreement

Informed agreement follows an explanation of the actual arrangements and should not be assumed simply because someone joined a video call.

Ren: That preference matters. We should explain the actual arrangements and obtain the relevant informed agreement rather than assume that joining the call settled every question.

technical barrier

A technical barrier prevents usable communication or information access and must not be relabeled as a client's unwillingness to participate.

Ren: No. A technical barrier and a privacy concern are practical problems, not evidence of unwillingness to participate.

qualified interpreter

A qualified interpreter supports accurate communication through the service's appropriate arrangements rather than relying on an unprepared bystander.

Sofia: I would prefer a qualified interpreter. I can discuss everyday food, but I lose details when the language becomes technical.

legible label

A legible label allows the actual product information to be read instead of substituting guesses or details from another product.

Sofia: I can provide a legible label through the service's approved route when I am able to photograph it clearly.

appointment confirmation

Appointment confirmation should identify the actual agreed arrangements rather than treating a request for a new slot as a completed booking.

Ren: Exactly. The appointment confirmation needs to reflect the real booking status and language-support arrangement.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Making a remote consultation private and usable

Dietitian Ren meets client Sofia by video. Sofia is in a shared room, her label photograph is unreadable, and she asks for qualified language support. They agree to pause detailed discussion while the service arranges an appropriate private appointment and interpreter. No urgent symptom or clinical instruction is supplied.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

qualified interpreter / technical barrier / legible label / informed agreement /
appointment confirmation / privacy

- 01 **Ren:** Before discussing your record, can we check whether this is a private place where you are comfortable speaking?
- 02 **Sofia:** Not really. Other people can hear me, and I did not realize how much personal information we might discuss.
- 03 **Ren:** We can pause the details and arrange a suitable option through the service rather than asking you to speak over that concern.
- 04 **Sofia:** Thank you. I need ¹ _____ before I can explain my routine honestly, especially when the room is shared.
- 05 **Ren:** Are you also comfortable using English for the appointment, or would qualified language support help?
- 06 **Sofia:** I would prefer a ² _____. I can discuss everyday food, but I lose details when the language becomes technical.

Conversation / continued

- 07 **Ren:** We can request the appropriate service. I will speak to you directly and leave time for complete interpretation.
- 08 **Sofia:** I had thought I should ask a colleague in the room, but I would rather not share my personal information that way.
- 09 **Ren:** That preference matters. We should explain the actual arrangements and obtain the relevant ³ _____ rather than assume that joining the call settled every question.
- 10 **Sofia:** The label photograph I sent is also blurry. I cannot tell which line you are trying to read.

Conversation continues on the next page.

Making a remote consultation private and usable

CONVERSATION / CONTINUED

- 11 **Ren:** Then I should not guess the amount from an unreadable picture or a similar product online.
- 12 **Sofia:** I can provide a ⁴ _____ through the service's approved route when I am able to photograph it clearly.
- 13 **Ren:** Good. Keep the actual product and serving information visible, and avoid including unrelated personal material in the image.
- 14 **Sofia:** Does the technical difficulty mean you will record that I did not cooperate with the appointment?
- 15 **Ren:** No. A ⁵ _____ and a privacy concern are practical problems, not evidence of unwillingness to participate.
- 16 **Sofia:** I would like to confirm the next appointment arrangement rather than leave with a vague instruction to try again.
- 17 **Ren:** We can identify the service contact responsible for the private appointment option and the interpreter request.
- 18 **Sofia:** Then I know which action is mine and which one belongs to the service.
- 19 **Ren:** Exactly. The ⁶ _____ needs to reflect the real booking status and language-support arrangement.
- 20 **Sofia:** That lets us return to the nutrition questions when we can actually hear, understand, and discuss them appropriately.

CHECK THE GAPS

1. privacy / 2. qualified interpreter / 3. informed agreement / 4. legible label / 5. technical barrier / 6. appointment confirmation

[Why these answers fit, page 158](#)

The interpreter request is pending

The service has offered a new appointment slot, but the requested interpreter has not been confirmed. The client has not yet accepted the slot.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

pending / acceptance / offered / status

- 01 **Service:** The appointment slot is currently ¹ _____.
- 02 **Client:** The interpreter arrangement remains ² _____.
- 03 **Service:** We still need your ³ _____.
- 04 **Client:** Please send the actual booking ⁴ _____.

CHECK THE GAPS

1. offered / 2. pending / 3. acceptance / 4. status

[Why these answers fit, page 158](#)

Keep the distinction audible

Clarify consent, privacy, interpretation, and label visibility in a remote nutrition appointment.

Language for the next case

Reviewing an incomplete food record without filling the gaps

missing data

Missing data indicates that the information was not recorded or available, which is different from a confirmed absence of intake.

Priya: Then we should record missing data rather than convert the blank into a confirmed skipped meal.

ingredient uncertainty

Ingredient uncertainty preserves the limit of what is known about the actual meal instead of replacing it with a guessed recipe.

Priya: Mark that ingredient uncertainty. A plausible recipe from another restaurant would not establish what was in your food.

explanation of missingness

An explanation of missingness identifies why information is absent but does not supply the missing food or quantity itself.

Priya: Correct. An explanation of missingness tells us why the gap exists; it does not magically supply the missing meal.

entry status

Entry status identifies whether a particular record field is complete, missing, or uncertain rather than labeling the whole record uniformly.

Priya: We can preserve that distinction. An entry status can differ across the same record instead of everything being simply complete or incomplete.

documented limitation

A documented limitation makes an uncertainty visible so later interpretation does not treat incomplete information as established fact.

Priya: Yes. A documented limitation helps the next person interpret the material correctly rather than assuming certainty that you never claimed.

accurate summary

An accurate summary preserves the different certainty levels of the source entries rather than smoothing them into an unsupported complete account.

Priya: That is an accurate summary because it preserves the evidence levels instead of flattening every entry into a confident account.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Reviewing an incomplete food record without filling the gaps

Client Jamie returns a three-day food record. Tuesday's lunch field is blank because Jamie forgot to record it, not because no lunch was eaten. Monday's beverage entry is complete. Wednesday's takeout ingredients are uncertain. Nutrition professional Priya corrects the record's interpretation without inventing foods or exact quantities.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

explanation of missingness / entry status / documented limitation / missing data /
ingredient uncertainty / accurate summary

- 01 **Jamie:** I returned the three-day record, but I realized the blank on Tuesday might look like I did not eat lunch.
- 02 **Priya:** Let us clarify that before interpreting it. Does the blank mean no lunch, or no entry was made?
- 03 **Jamie:** No entry was made. I ate, but I cannot reconstruct the meal accurately enough now.
- 04 **Priya:** Then we should record ¹ _____ rather than convert the blank into a confirmed skipped meal.
- 05 **Jamie:** Monday's drink information is complete, though. I recorded every beverage I remembered at the time.
- 06 **Priya:** We can preserve that distinction. An ² _____ can differ across the same record instead of everything being simply complete or incomplete.

Conversation / continued

- 07 **Jamie:** The Wednesday takeout description is uncertain because the restaurant did not provide the ingredient details.
- 08 **Priya:** Mark that ³ _____. A plausible recipe from another restaurant would not establish what was in your food.
- 09 **Jamie:** I was tempted to add exact numbers because the form looked more professional when every field was filled.
- 10 **Priya:** A complete-looking form is not more accurate if the numbers are invented. We can explain which amounts remain approximate.

Conversation continues on the next page.

Reviewing an incomplete food record without filling the gaps

CONVERSATION / CONTINUED

- 11 **Jamie:** So the record can contain both useful information and clear limitations without becoming useless.
- 12 **Priya:** Yes. A ⁴ _____ helps the next person interpret the material correctly rather than assuming certainty that you never claimed.
- 13 **Jamie:** Should I go back and change the blank to no lunch just to make the form easier to process?
- 14 **Priya:** No. That would create a false fact. The correction should describe the missing entry and what you actually remember.
- 15 **Jamie:** I can explain why the field is missing, but that does not recover the lost detail.
- 16 **Priya:** Correct. An ⁵ _____ tells us why the gap exists; it does not magically supply the missing meal.
- 17 **Jamie:** At the next review, I would like to use the same definitions so the record is easier to discuss.
- 18 **Priya:** We can clarify the categories and timing together while keeping the recording task manageable and relevant.
- 19 **Jamie:** Then the revised summary will separate complete drinks, missing lunch information, and uncertain ingredients.
- 20 **Priya:** That is an ⁶ _____ because it preserves the evidence levels instead of flattening every entry into a confident account.

CHECK THE GAPS

1. missing data / 2. entry status / 3. ingredient uncertainty / 4. documented limitation / 5. explanation of missingness / 6. accurate summary

[Why these answers fit, page 160](#)

A blank means not recorded

A beverage field is blank because the client forgot to record drinks. The client remembers drinking something but cannot identify the amount. No zero-intake claim is supported.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

unknown / distinction / recorded / zero

- 01 **Client:** The drinks were not ¹ _____.
- 02 **Professional:** The amount is still ² _____.
- 03 **Client:** The blank must not become ³ _____.
- 04 **Professional:** We should preserve that ⁴ _____.

CHECK THE GAPS

1. recorded / 2. unknown / 3. zero / 4. distinction

[Why these answers fit, page 160](#)

Keep the distinction audible

Distinguish missing entries, omitted details, and confirmed absence in a follow-up conversation.

01 / Answers and explanations

A / Read the situation

A1. Which record is being discussed first?

B. Yesterday's intake

Rina describes one day and explicitly says other days differ.

[Return to the exercise, page 4](#)

A2. What explains the missed meal in this account?

B. No scheduled meal break

The supplied explanation is the work schedule, not a clinical finding.

[Return to the exercise, page 4](#)

A3. Which quantity remains uncertain?

B. The size of each mug

Rina remembers two mugs but cannot specify their volume.

[Return to the exercise, page 4](#)

D / Response choices

D1. Which follow-up best tests whether yesterday was typical?

C. How does that compare with your other shifts?

Comparing shifts checks representativeness without assuming a pattern or motive.

[Return to the exercise, page 8](#)

D2. Which summary preserves the uncertainty?

D. Two mugs; volume not recalled

The count is known, while container volume is not supplied.

[Return to the exercise, page 8](#)

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Work scheduled outside or across conventional daytime hours. Which term fits?

C. shift work

A Not here. weekend variation: Difference between weekday and weekend routines. The usual combination is "explore weekend variation".

B Not here. working assumption: Provisional premise used while information is incomplete. The usual combination is "challenge a working assumption".

C Correct. shift work: Work scheduled outside or across conventional daytime hours. The usual combination is "accommodate rotating shift work".

D Not here. snacking: Eating between the person's main meals. The usual combination is "ask about snacking".

[Return to the exercise, page 8](#)

D4. Rebuild the exchange from "Lunch depends on the break". Maya: "When you said you missed lunch, did you mean you were not hungry or could not take a break?" Rina: [missing response] Maya: "Thanks for separating those. What was the next thing you ate, including anything between meals?" Which response belongs in the gap?

D. There was no meal break. My appetite was fine; I simply could not leave the floor.

A Not here. This line belongs to turn 10, after Maya says: "Do you remember how full it was, or would the restaurant's container help us describe it?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 18, after Maya says: "That helps. I am understanding the routine rather than deciding whether you made good or bad choices." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Maya says: "Thanks for separating those. What was the next thing you ate, including anything between meals?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Rina's response in turn 6. It connects Maya's preceding point with Maya's follow-up. Appetite concerns the desire to eat, which is different from having time or access to food.

[Return to the exercise, page 8](#)

E / Conversation

1. 24-hour recall

Turn 2. A 24-hour recall concerns a specified day, not an assumed average across the week.

2. shift work

Turn 4. Shift work changes the timing of work and can affect opportunities to eat.

01 / Answers and explanations / continued

3. appetite

Turn 6. Appetite concerns the desire to eat, which is different from having time or access to food.

4. portion estimate

Turn 8. A portion estimate describes the approximate amount actually eaten rather than a prescribed amount.

5. household measure

Turn 10. A household measure uses a familiar container or utensil to make an amount easier to describe.

6. beverage intake

Turn 12. Beverage intake includes drinks across the stated period, not just drinks taken with meals.

7. meal pattern

Turn 14. A meal pattern describes the timing and arrangement of eating occasions rather than judging food choices.

8. usual intake

Turn 16. Usual intake is the pattern over time and cannot be established from one unusual day alone.

9. neutral probe

Turn 18. A neutral probe elicits detail without implying blame or assuming why the person acted.

10. food record

Turn 20. A food record documents foods and drinks over a stated period and can capture differences between shifts.

[Return to the conversation, page 10](#)

F / Accuracy and scope

F1. Which wording is least judgmental?

D. What made a meal difficult during that shift?

This question asks about circumstances without alleging failure or misconduct.

[Return to the exercise, page 12](#)

01 / Answers and explanations / continued

F2. Which distinction matters when interpreting this record?

A. Intake on one day versus usual intake

The central limitation is that one day's account cannot establish the usual pattern.

[Return to the exercise, page 12](#)

F / Guided speaking

1. mug

Professional: Your word cup referred to a mug.

Turn 1. The client meant a drinking container rather than a standardized measure.

2. unknown

Client: The exact volume is still unknown.

Turn 2. No measurement is supplied, so the precise volume remains uncertain.

3. clarification

Professional: The record needs that clarification.

Turn 3. Clarifying the container prevents the entry from appearing precisely measured.

4. container

Client: Next time I can show you the container.

Turn 4. Seeing the actual container can help describe the amount more accurately.

[Return to the conversation, page 13](#)

01 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Lunch depends on the break". Maya: "I will leave the volume uncertain. Was there anything small that we have not mentioned?" Rina: [missing response] Maya: "Then we should not turn yesterday into a description of every week. What changes on mornings?" Which response belongs in the gap?

C. No, not yesterday. My meal pattern is different when I work mornings.

A Not here. This line belongs to turn 4, after Maya says: "That is useful to know. We will compare it with other days after we get the sequence clear." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Maya says: "Do you remember how full it was, or would the restaurant's container help us describe it?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Rina's response in turn 14. It connects Maya's preceding point with Maya's follow-up. A meal pattern describes the timing and arrangement of eating occasions rather than judging food choices.

D Not here. This line belongs to turn 6, after Maya says: "When you said you missed lunch, did you mean you were not hungry or could not take a break?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 13](#)

02 / Answers and explanations

A / Read the situation

A1. How many servings did Jordan eat?

D. Two

Jordan ate the entire package, which contains two stated servings.

[Return to the exercise, page 14](#)

A2. How much added sugar was in the whole package?

C. 10 grams

Two servings multiplied by five grams gives ten grams of added sugars.

[Return to the exercise, page 14](#)

A3. Why should the second product's serving weight be checked?

B. The reference amounts differ

Different reference amounts can make a per-serving comparison misleading.

[Return to the exercise, page 14](#)

D / Response choices

D1. Which statement explains the whole package correctly?

D. 24 grams total sugars, including 10 grams added

Both per-serving amounts double, while added sugars remain part of total sugars.

[Return to the exercise, page 18](#)

D2. What does including signal?

B. A quantity within the total

Including identifies a subset and prevents double-counting the same nutrient amount.

[Return to the exercise, page 18](#)

02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: All sugars included in the stated label amount. Which term fits?

A. total sugars

A Correct. total sugars: All sugars included in the stated label amount. The usual combination is "compare total sugars".

B Not here. reference amount: Quantity against which a label or comparison is expressed. The usual combination is "align the reference amounts".

C Not here. working assumption: Provisional premise used while information is incomplete. The usual combination is "challenge a working assumption".

D Not here. dietary fiber: Food components classified as fiber under applicable definitions. The usual combination is "identify dietary fiber".

[Return to the exercise, page 18](#)

D4. Rebuild the exchange from "The package contains two servings". Jordan: "That would make the twelve grams twenty-four. Where does the extra five fit into the calculation?" Lee: [missing response] Jordan: "Then the complete package contains ten grams added, inside the twenty-four grams total. Is that right?" Which response belongs in the gap?

C. Those are added sugars. The word including means they are already part of the twelve, not an extra five.

A Not here. This line belongs to turn 18, after Jordan says: "I also noticed an ingredient list. Would that answer a different question from these nutrient amounts?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Jordan says: "The other yogurt looks lower in sugar per serving. Could I compare those two printed numbers directly?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Lee's response in turn 6. It connects Jordan's preceding point with Jordan's follow-up. Added sugars are included within the stated total sugars and must not be counted a second time.

D Not here. This line belongs to turn 16, after Jordan says: "What about the percentage beside the number? I assumed that meant a percentage of everything I ate today." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 18](#)

E / Conversation

1. Nutrition Facts panel

Turn 2. The Nutrition Facts panel provides the serving reference and nutrient amounts needed to resolve the disagreement.

02 / Answers and explanations / continued

2. servings per container

Turn 4. Servings per container tells us that the full package contains two of the label's reference servings.

3. added sugars

Turn 6. Added sugars are included within the stated total sugars and must not be counted a second time.

4. per-container value

Turn 8. The per-container value describes the whole package, unlike the figures printed for one serving.

5. serving size

Turn 10. Serving size supplies a reference for the label figures and is not an individualized prescription for the client.

6. reference amount

Turn 12. The reference amount is the quantity behind each number, and unequal quantities can distort a comparison.

7. like-for-like comparison

Turn 14. A like-for-like comparison uses equivalent quantities and definitions so the difference has a meaningful basis.

8. Percent Daily Value

Turn 16. Percent Daily Value uses a general label reference amount rather than measuring the person's actual intake that day.

9. ingredient list

Turn 18. The ingredient list identifies ingredients, while the nutrition panel reports amounts of specified nutrients.

10. per-serving value

Turn 20. The per-serving value applies to one stated label serving and must be scaled when a different amount is eaten.

[Return to the conversation, page 20](#)

02 / Answers and explanations / continued

F / Accuracy and scope

F1. Which comparison is most defensible?

D. Compare equivalent amounts before interpreting the figures

Equivalent reference amounts are necessary for a meaningful quantity comparison.

[Return to the exercise, page 22](#)

F2. Which statement avoids turning the label into a prescription?

D. This is the label's reference serving, not your individualized portion

The label reports nutrition information and does not prescribe an individual's intake.

[Return to the exercise, page 22](#)

F / Guided speaking

1. three

Client: The bottle contains three servings.

Turn 1. The package explicitly lists three servings, all of which were consumed.

2. twelve

Educator: The whole bottle has twelve grams of total sugars.

Turn 2. Three servings multiplied by four grams gives twelve grams total.

3. included

Client: Added sugars are included in that total.

Turn 3. Added sugars are a subset of total sugars, not an extra amount.

4. target

Educator: The label does not set a personal target.

Turn 4. The scenario gives label quantities but no individualized nutrition target.

[Return to the conversation, page 23](#)

02 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The package contains two servings". Jordan: "We would need equivalent amounts, not just two columns that happen to use the word serving." Lee: [missing response] Jordan: "What about the percentage beside the number? I assumed that meant a percentage of everything I ate today." Which response belongs in the gap?

C. Yes, a like-for-like comparison keeps the quantity consistent before interpreting the difference between products.

A Not here. This line belongs to turn 2, after Jordan says: "I thought the yogurt had twelve grams of sugar, but my colleague says it had thirty-four." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Jordan says: "Then the complete package contains ten grams added, inside the twenty-four grams total. Is that right?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Lee's response in turn 14. It connects Jordan's preceding point with Jordan's follow-up. A like-for-like comparison uses equivalent quantities and definitions so the difference has a meaningful basis.

D Not here. This line belongs to turn 4, after Jordan says: "I ate the entire package. The front of it looked like something sold for one person." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 23](#)

03 / Answers and explanations

A / Read the situation

A1. Which food preference is explicit?

A. Keeping rice and beans

Ana explicitly wants to preserve rice and beans in her meals.

[Return to the exercise, page 26](#)

A2. Which storage option is unavailable?

A. Freezer space

The brief states that Ana has no freezer space available.

[Return to the exercise, page 26](#)

A3. What kind of decision is being discussed?

D. Feasible shopping options

The discussion concerns access and feasibility, not an individualized clinical prescription.

[Return to the exercise, page 26](#)

D / Response choices

D1. Which suggestion best respects the stated storage limit?

D. Compare manageable packages and shelf-stable options

Manageable packages and appropriate shelf-stable options can be discussed without assuming unavailable freezer space.

[Return to the exercise, page 30](#)

D2. Which question checks acceptability?

A. Which option would you actually want to eat?

Acceptability concerns the client's preferences, not conformity to the professional's meals.

[Return to the exercise, page 30](#)

03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Regularly eaten food central to a person's meals. Which term fits?

A. staple food

A Correct. staple food: Regularly eaten food central to a person's meals. The usual combination is "retain a familiar staple food".

B Not here. perishable: Likely to spoil unless stored and used appropriately. The usual combination is "plan for perishable ingredients".

C Not here. working assumption: Provisional premise used while information is incomplete. The usual combination is "challenge a working assumption".

D Not here. preparation time: Time needed to make a food ready to eat. The usual combination is "estimate preparation time".

[Return to the exercise, page 30](#)

D4. Rebuild the exchange from "Keep the rice; fix the logistics". Ana: "Small bags of rice and canned beans. The bigger packages look cheaper, but the checkout total matters." Sam: [missing response] Ana: "Exactly. I also cannot keep a giant opened container cold just because it was good value." Which response belongs in the gap?

C. The unit price may be lower for a large package while the upfront cost is higher.

A Not here. This line belongs to turn 2, after Ana says: "I brought the suggested shopping list, but I cannot store half of it in our shared kitchen." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 14, after Ana says: "Could we compare smaller packages of fresh vegetables with the canned options at my market?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Sam's response in turn 6. It connects Ana's preceding point with Ana's follow-up. Unit price compares cost for a standard quantity and does not by itself describe the full amount paid at checkout.

D Not here. This line belongs to turn 16, after Ana says: "I would use both, depending on the price. I dislike buying a large bag and throwing most away." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 30](#)

E / Conversation

1. storage capacity

Turn 2. Storage capacity concerns the actual space and conditions available for food, which constrain a feasible shopping plan.

03 / Answers and explanations / continued

2. staple food

Turn 4. A staple food is central to familiar meals and need not be removed merely because the professional suggests changes.

3. unit price

Turn 6. Unit price compares cost for a standard quantity and does not by itself describe the full amount paid at checkout.

4. shelf-stable

Turn 8. Shelf-stable describes storage under specified conditions, and opening the package can change the storage requirements.

5. equipment access

Turn 10. Equipment access identifies the preparation tools actually available rather than assuming a fully equipped private kitchen.

6. Batch cooking

Turn 12. Batch cooking means preparing multiple portions together, but its feasibility depends on safe storage and available space.

7. acceptability

Turn 14. Acceptability asks whether the available option suits the person's preferences and circumstances, not merely whether it is available.

8. food waste

Turn 16. Food waste is food discarded rather than eaten, which can make a seemingly economical purchase impractical.

9. cultural preference

Turn 18. A cultural preference informs the plan and should not be treated as an obstacle or a defect in the client.

10. community food resource

Turn 20. A community food resource is a local support option whose access arrangements and suitability should be checked with the client.

[Return to the conversation, page 32](#)

03 / Answers and explanations / continued

F / Accuracy and scope

F1. What does a lower unit price establish?

A. Lower cost for the comparison quantity

Unit price compares equivalent quantities but does not settle total cost or practicality.

[Return to the exercise, page 34](#)

F2. Which resource offer preserves choice?

C. Would you like information about local food support?

Asking permission offers practical support without making an unsupported judgment or decision.

[Return to the exercise, page 34](#)

F / Guided speaking

1. five

Client: My available budget is five dollars.

Turn 1. The brief gives five dollars as the amount available for this purchase.

2. eight

Professional: The larger package costs eight dollars upfront.

Turn 2. Eight dollars exceeds the stated amount available at the checkout.

3. storage

Client: I also lack safe storage.

Turn 3. The larger package cannot be stored safely in the supplied situation.

4. feasibility

Professional: The lower unit price does not settle feasibility.

Turn 4. Cost at checkout and safe storage both affect whether the purchase is practical.

[Return to the conversation, page 35](#)

03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Keep the rice; fix the logistics". Ana: "Could we compare smaller packages of fresh vegetables with the canned options at my market?" Sam: [missing response] Ana: "I would use both, depending on the price. I dislike buying a large bag and throwing most away." Which response belongs in the gap?

C. Yes, and check acceptability too. Which would you actually enjoy alongside your rice and beans?

A Not here. This line belongs to turn 16, after Ana says: "I would use both, depending on the price. I dislike buying a large bag and throwing most away." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Ana says: "I brought the suggested shopping list, but I cannot store half of it in our shared kitchen." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Sam's response in turn 14. It connects Ana's preceding point with Ana's follow-up. Acceptability asks whether the available option suits the person's preferences and circumstances, not merely whether it is available.

D Not here. This line belongs to turn 6, after Ana says: "Small bags of rice and canned beans. The bigger packages look cheaper, but the checkout total matters." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 35](#)

04 / Answers and explanations

A / Read the situation

A1. Which product lists added calcium and vitamin B12?

D. Drink A

Only Drink A lists those added nutrients in the supplied labels.

[Return to the exercise, page 36](#)

A2. What has not been supplied?

C. Individual nutrient requirements

The case contains label facts but no individualized requirement assessment.

[Return to the exercise, page 36](#)

A3. What can the discussion establish from the labels alone?

A. The listed nutrient differences

The labels support a product comparison, not a clinical conclusion about Dev.

[Return to the exercise, page 36](#)

D / Response choices

D1. Which explanation is accurate?

B. Drink A lists added B12; Drink B does not

The supplied labels establish a difference between products, not Dev's nutritional status.

[Return to the exercise, page 40](#)

D2. Which question clarifies the dietary label?

A. Which foods do you include and exclude?

Asking about actual foods clarifies what the person's dietary label means in practice.

[Return to the exercise, page 40](#)

04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Nutrient required in relatively large amounts, such as protein or carbohydrate. Which term fits?

D. macronutrient

A Not here. fortification: Addition of nutrients to a food product. The usual combination is "check for fortification".

B Not here. working assumption: Provisional premise used while information is incomplete. The usual combination is "challenge a working assumption".

C Not here. bioavailability: Extent to which an ingested substance is available for use by the body. The usual combination is "discuss nutrient bioavailability".

D Correct. macronutrient: Nutrient required in relatively large amounts, such as protein or carbohydrate. The usual combination is "explain a macronutrient".

[Return to the exercise, page 40](#)

D4. Rebuild the exchange from "Plant-based does not describe the whole pattern".

Dev: "I can see calcium on one label. Does that mean it occurs in all drinks made from plants?" **Noor:** [missing response] **Dev:** "So I should check the actual product, not treat the words plant-based as a complete nutrition statement." **Which response belongs in the gap?**

B. No. This one lists fortification, while the other label does not list those added nutrients.

A Not here. This line belongs to turn 14, after Dev says: "Beans and lentils are already familiar to me. I would rather discuss those than an expensive specialty product." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Noor's response in turn 6. It connects Dev's preceding point with Dev's follow-up. Fortification is the addition of specified nutrients to a product and cannot be assumed for every product in the same category.

C Not here. This line belongs to turn 2, after Dev says: "I switched to plant-based meals, and I assumed these two drinks would be more or less interchangeable." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Dev says: "I saw the word bioavailability in an article and thought it meant whether a shop had the product." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. plant-based pattern

Turn 2. A plant-based pattern can mean different food choices, so the professional asks which foods are actually included or excluded.

04 / Answers and explanations / continued

2. vegan diet

Turn 4. A vegan diet excludes animal-derived foods, but that label alone does not describe the person's complete nutrient intake.

3. fortification

Turn 6. Fortification is the addition of specified nutrients to a product and cannot be assumed for every product in the same category.

4. vitamin B12

Turn 8. Vitamin B12 is one of the added nutrients explicitly listed for Drink A in this fictional comparison.

5. Nutrient adequacy

Turn 10. Nutrient adequacy concerns whether the overall intake meets relevant needs, which cannot be determined from one product choice alone.

6. protein source

Turn 12. A protein source contributes protein, but no single food must be assumed to describe the entire dietary pattern.

7. legumes

Turn 14. Legumes include beans and lentils, making the term directly relevant to the foods the client already eats.

8. Bioavailability

Turn 16. Bioavailability describes how an ingested substance becomes available for bodily use, not whether a retailer stocks a food.

9. micronutrient

Turn 18. A micronutrient is a vitamin or mineral needed in relatively small amounts; the conversation does not establish the client's status.

10. dietary variety

Turn 20. Dietary variety concerns the range of foods eaten over time and provides more context than a single dietary label.

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04 / Answers and explanations / continued

F / Accuracy and scope

F1. What does bioavailability refer to?

C. Availability of an ingested substance for bodily use

Bioavailability concerns uptake and use, not shopping access or preference.

[Return to the exercise, page 44](#)

F2. Which conclusion needs more information?

A. Whether the whole pattern meets Dev's needs

Assessing nutrient adequacy needs information beyond the two product descriptions supplied.

[Return to the exercise, page 44](#)

F / Guided speaking

1. brand

Client: I changed the brand I buy.

Turn 1. The change concerns the actual product, not merely a different package size.

2. label

Dietitian: We need to check its current label.

Turn 2. The current label provides the product information needed for the comparison.

3. deficiency

Client: A nutrient difference does not establish a deficiency.

Turn 3. No clinical assessment or test result establishes a deficiency in this case.

4. pattern

Dietitian: We also need the wider dietary pattern.

Turn 4. Overall intake provides context that cannot be supplied by one product label.

[Return to the conversation, page 45](#)

04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Plant-based does not describe the whole pattern".

Dev: "Beans and lentils are already familiar to me. I would rather discuss those than an expensive specialty product." **Noor:** [missing response] **Dev:** "I saw the word bioavailability in an article and thought it meant whether a shop had the product." **Which response belongs in the gap?**

A. Those are legumes. Familiar foods are useful starting points when we discuss the variety of your meals.

A Correct. This is Noor's response in turn 14. It connects Dev's preceding point with Dev's follow-up. Legumes include beans and lentils, making the term directly relevant to the foods the client already eats.

B Not here. This line belongs to turn 4, after Dev says: "I no longer eat animal-derived foods. I use beans, lentils, grains, vegetables, and whichever drink is available." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Dev says: "I saw the word bioavailability in an article and thought it meant whether a shop had the product." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Dev says: "I switched to plant-based meals, and I assumed these two drinks would be more or less interchangeable." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 45](#)

05 / Answers and explanations

A / Read the situation

A1. What does the supplied result establish?

D. A laboratory flag was reported

Only a reported flag is supplied; the actual test and interpretation are absent.

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A2. Who requested the nutrition assessment?

B. Dr Chen

Dr Chen is explicitly named as the referring clinician in the case.

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A3. Which question requires appropriate clinical interpretation?

D. What the flagged test means medically

Interpreting an unspecified test medically requires the actual result and qualified clinical review.

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D / Response choices

D1. Which sentence avoids an unsupported cause?

A. You were referred after a flagged result

After preserves the sequence without asserting an unestablished dietary cause.

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D2. What should Ellis request?

A. The actual referral question and authorized relevant information

The missing referral detail and actual record are needed before interpreting the assessment task.

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05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Comparison interval supplied by a laboratory for a test. Which term fits?

C. laboratory reference range

A Not here. working assumption: Provisional premise used while information is incomplete. The usual combination is "challenge a working assumption".

B Not here. nutrition diagnosis: Nutrition-related problem identified through an appropriate assessment framework. The usual combination is "distinguish a nutrition diagnosis".

C Correct. laboratory reference range: Comparison interval supplied by a laboratory for a test. The usual combination is "check the laboratory reference range".

D Not here. record access: Authorized ability to view relevant information. The usual combination is "confirm record access".

[Return to the exercise, page 52](#)

D4. Rebuild the exchange from "A flagged result is not a complete explanation".

Morgan: "Then what would happen in this appointment, and how is it different from repeating that medical explanation?" **Ellis:** [missing response] **Morgan:** "Should I bring every document I have, or is there a particular question you need answered?" **Which response belongs in the gap?**

D. A nutrition assessment looks at relevant intake, history, and available information within my professional role.

A Not here. This line belongs to turn 14, after Morgan says: "I have also seen nutrition diagnosis in a form. Is that simply another name for a medical diagnosis?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 16, after Morgan says: "So we should not label the cause before either professional has reviewed the information needed for their role." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Morgan says: "I only saw a colored mark in the portal. Nobody has explained what the test was measuring." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Ellis's response in turn 6. It connects Morgan's preceding point with Morgan's follow-up. A nutrition assessment collects and interprets relevant nutrition information rather than replacing medical interpretation of an unspecified test.

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E / Conversation

1. abnormal flag

Turn 2. An abnormal flag marks a result against a laboratory criterion but does not establish a dietary cause or diagnosis by itself.

05 / Answers and explanations / continued

2. clinical interpretation

Turn 4. Clinical interpretation explains the actual finding in the person's health context and requires appropriate professional review.

3. nutrition assessment

Turn 6. A nutrition assessment collects and interprets relevant nutrition information rather than replacing medical interpretation of an unspecified test.

4. referral question

Turn 8. The referral question states what the referring professional wants the receiving service to assess or address.

5. laboratory reference range

Turn 10. A laboratory reference range is a comparison interval and does not independently supply a complete clinical diagnosis.

6. record access

Turn 12. Record access must be authorized and directed toward the relevant information rather than unrestricted sharing of personal records.

7. nutrition diagnosis

Turn 14. A nutrition diagnosis identifies a nutrition-related problem through an appropriate assessment framework and is not interchangeable with a medical diagnosis.

8. Etiology

Turn 16. Etiology concerns the cause or origin of a problem, which has not been established by the referral sequence in this case.

9. care coordination

Turn 18. Care coordination organizes responsibilities across services so an unanswered clinical question has an appropriate owner and response route.

10. assessment finding

Turn 20. An assessment finding must come from the assessment performed, not from invented details added to fill gaps in the referral.

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05 / Answers and explanations / continued

F / Accuracy and scope

F1. Which distinction should remain explicit?

A. Nutrition diagnosis and medical diagnosis

Those diagnostic terms concern different professional meanings and cannot be used interchangeably.

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F2. Which reply best addresses Morgan's concern?

C. The flag alone does not tell us that food caused it

The reply rejects unsupported blame without denying that nutrition may be relevant after assessment.

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F / Guided speaking

1. missing

Receiver: The referral question is missing.

Turn 1. The words nutrition review do not specify the question to be addressed.

2. information

Referrer: I will provide the relevant test information.

Turn 2. The actual relevant information is needed rather than a guessed result.

3. channel

Receiver: We will use the authorized channel.

Turn 3. The scenario explicitly requires an authorized route for sharing relevant information.

4. diagnosis

Referrer: The referral alone is not a confirmed diagnosis.

Turn 4. The incomplete referral does not independently establish any named clinical condition.

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05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A flagged result is not a complete explanation".

Morgan: "I have also seen nutrition diagnosis in a form. Is that simply another name for a medical diagnosis?" **Ellis:** [missing response] **Morgan:** "So we should not label the cause before either professional has reviewed the information needed for their role." **Which response belongs in the gap?**

D. No. A nutrition diagnosis has a specific nutrition-assessment meaning; the two terms are not interchangeable.

A Not here. This line belongs to turn 6, after Morgan says: "Then what would happen in this appointment, and how is it different from repeating that medical explanation?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 16, after Morgan says: "So we should not label the cause before either professional has reviewed the information needed for their role." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Morgan says: "I only saw a colored mark in the portal. Nobody has explained what the test was measuring." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Ellis's response in turn 14. It connects Morgan's preceding point with Morgan's follow-up. A nutrition diagnosis identifies a nutrition-related problem through an appropriate assessment framework and is not interchangeable with a medical diagnosis.

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06 / Answers and explanations

A / Read the situation

A1. What is missing from the advertisement?

C. Details of the tested formulation and outcomes

The brief states that essential details behind the testing claim are absent.

[Return to the exercise, page 58](#)

A2. Why is an interaction review needed?

D. Alex also takes a prescription medicine

Product and medicine details need qualified review; the advertising language cannot establish compatibility.

[Return to the exercise, page 58](#)

A3. Which instruction is not supplied?

D. A stop or start direction

No treatment or supplement change is authorized by the facts of this exercise.

[Return to the exercise, page 58](#)

D / Response choices

D1. Which question best evaluates clinically tested?

C. What formulation, population, and outcome were studied?

The tested product, participants, and outcomes are needed to understand what the claim supports.

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D2. What does natural establish here?

D. An advertising description, not verified compatibility

The word natural does not supply the missing safety or interaction assessment.

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06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Mixture marketed under a product-specific blend designation. Which term fits?

B. proprietary blend

A Not here. contraindication: Circumstance making an intervention inappropriate under the relevant clinical assessment. The usual combination is "verify a contraindication".

B Correct. proprietary blend: Mixture marketed under a product-specific blend designation. The usual combination is "clarify a proprietary blend".

C Not here. study population: People included in a research study. The usual combination is "identify the study population".

D Not here. working assumption: Provisional premise used while information is incomplete. The usual combination is "challenge a working assumption".

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D4. Rebuild the exchange from "Natural is not an interaction check". Alex: "The advertisement also does not say who took it. Would that change how we interpret the results?" Quinn: [missing response] Alex: "It says people felt better, but I cannot find what they measured or what they compared it with." Which response belongs in the gap?

A. Yes. The study population helps us judge whether the evidence is relevant to the person asking the question.

A Correct. This is Quinn's response in turn 6. It connects Alex's preceding point with Alex's follow-up. The study population identifies the people researched and affects how far the findings can be applied to another person.

B Not here. This line belongs to turn 8, after Alex says: "It says people felt better, but I cannot find what they measured or what they compared it with." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 20, after Alex says: "I will provide the complete product and medicine details for the appropriate professional to review." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Alex says: "There is also a testing seal. I assumed that meant the product had been shown to work for everyone." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. Supplement Facts panel

Turn 2. The Supplement Facts panel gives relevant product ingredients and amounts that an advertisement may omit.

06 / Answers and explanations / continued

2. formulation

Turn 4. Formulation identifies the actual product composition and form, which must match the evidence being discussed.

3. study population

Turn 6. The study population identifies the people researched and affects how far the findings can be applied to another person.

4. outcome measure

Turn 8. An outcome measure defines what result the study assessed, allowing a vague benefit claim to be examined more precisely.

5. interaction

Turn 10. An interaction concerns one substance affecting another's action or safety and cannot be ruled out by the word natural.

6. pharmacist review

Turn 12. Pharmacist review needs accurate product and medicine information rather than invented names or amounts.

7. Third-party testing

Turn 14. Third-party testing may address specified quality questions but does not automatically prove clinical effectiveness or individual safety.

8. Evidence quality

Turn 16. Evidence quality concerns the strength and reliability of the support for a claim, not the confidence of its advertising language.

9. adverse effect

Turn 18. An adverse effect is an unwanted harmful effect that warrants the appropriate clinical response and reporting process.

10. health claim

Turn 20. A health claim must be examined against its actual evidence and applicable meaning rather than treated as a personalized treatment recommendation.

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06 / Answers and explanations / continued

F / Accuracy and scope

F1. Which distinction is accurate?

A. Quality testing and clinical effectiveness answer different questions

Product-quality checks do not themselves establish clinical benefit or individual compatibility.

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F2. Which next step stays within the supplied facts?

B. Obtain product details for appropriate pharmacist or prescriber review

The scenario calls for qualified review using actual details, not a treatment instruction.

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F / Guided speaking

1. quality

Client: The seal refers to specified product quality.

Turn 1. The brief describes quality characteristics as the stated purpose of testing.

2. benefit

Professional: That is different from clinical benefit.

Turn 2. A quality check does not by itself establish benefit for a condition.

3. supplied

Client: The outcome study is not supplied.

Turn 3. No clinical outcome study is provided in the advertisement described here.

4. guarantee

Professional: We should not turn the seal into a guarantee.

Turn 4. The limited testing claim cannot justify a guaranteed personal health outcome.

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06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Natural is not an interaction check". Alex: "There is also a testing seal. I assumed that meant the product had been shown to work for everyone." Quinn: [missing response] Alex: "So even a well-made product and a persuasive study headline leave several different questions unanswered." Which response belongs in the gap?

A. Third-party testing can address particular quality questions. It is not proof of effectiveness for every person or purpose.

A Correct. This is Quinn's response in turn 14. It connects Alex's preceding point with Alex's follow-up. Third-party testing may address specified quality questions but does not automatically prove clinical effectiveness or individual safety.

B Not here. This line belongs to turn 6, after Alex says: "The advertisement also does not say who took it. Would that change how we interpret the results?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 20, after Alex says: "I will provide the complete product and medicine details for the appropriate professional to review." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Alex says: "It says people felt better, but I cannot find what they measured or what they compared it with." It addresses that point, not the missing turn in the supplied exchange.

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07 / Answers and explanations

A / Read the situation

A1. Which action does Taylor choose?

C. Prepare lunch for Tuesday

Taylor selects one prepared lunch on Tuesday from the two supplied options.

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A2. What will the review examine?

B. Preparation and break feasibility

The agreed review concerns whether the specific action fitted the routine.

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A3. Which target is absent?

D. A weight target

No weight target or calorie prescription is agreed in this case.

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D / Response choices

D1. Which goal matches the agreement?

A. Prepare lunch for Tuesday and review feasibility

The agreement is a single chosen action with a practical review, not a universal rule.

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D2. Which question explores a barrier without blame?

D. What got in the way of the preparation step?

This question seeks a concrete obstacle rather than attributing a negative motive.

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07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Restating the meaning heard to check understanding. Which term fits?

D. reflective listening

A Not here. process measure: Indicator of whether an action or step occurred. The usual combination is "select a process measure".

B Not here. working assumption: Provisional premise used while information is incomplete. The usual combination is "challenge a working assumption".

C Not here. outcome goal: Target expressed as a desired result. The usual combination is "distinguish an outcome goal".

D Correct. reflective listening: Restating the meaning heard to check understanding. The usual combination is "use reflective listening".

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D4. Rebuild the exchange from "One prepared lunch, not a perfect week". Jo: "We do not have to start with a whole week. Which option would you prefer to try first?"

Taylor: [missing response] Jo: "Which workday would fit best, and what preparation step would make it possible in your current routine?" Which response belongs in the gap?

C. Preparing one lunch. That feels like a collaborative goal I have actually chosen, rather than another rule someone has assigned.

A Not here. This line belongs to turn 4, after Jo says: "We have two options today: prepare lunch once, or identify one affordable ready-to-eat option near work." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Jo says: "Which workday would fit best, and what preparation step would make it possible in your current routine?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Taylor's response in turn 6. It connects Jo's preceding point with Jo's follow-up. A collaborative goal is chosen through discussion and reflects the client's preference rather than an imposed instruction.

D Not here. This line belongs to turn 14, after Jo says: "At the review, we can ask whether preparation worked and whether you had a break to eat." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. reflective listening

Turn 2. Reflective listening restates the client's meaning so it can be confirmed or corrected before a plan is chosen.

07 / Answers and explanations / continued

2. ambivalence

Turn 4. Ambivalence means mixed feelings about the change, not a refusal to engage or a diagnosis.

3. collaborative goal

Turn 6. A collaborative goal is chosen through discussion and reflects the client's preference rather than an imposed instruction.

4. action plan

Turn 8. An action plan specifies the practical arrangements for carrying out the agreed step, here preparing lunch for Tuesday.

5. barrier

Turn 10. A barrier is a circumstance that makes the action harder; here it is a possible change in work timing.

6. contingency plan

Turn 12. A contingency plan provides an agreed alternative for a specified disruption rather than treating the disruption as personal failure.

7. process measure

Turn 14. A process measure checks whether the agreed action and its practical steps occurred rather than assuming a health outcome.

8. behavioral goal

Turn 16. A behavioral goal is stated as an action, such as preparing lunch, rather than a guaranteed weight or health outcome.

9. goal revision

Turn 18. Goal revision changes an agreed target in response to information about its fit, rather than automatically treating difficulty as failure.

10. autonomy

Turn 20. Autonomy means the client retains an informed choice about the action rather than being required to accept the professional's preference.

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07 / Answers and explanations / continued

F / Accuracy and scope

F1. Which is the most relevant process measure?

C. Whether the lunch was prepared and a break was available

The selected measure directly examines the agreed action and its practical conditions.

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F2. How should mixed feelings be described?

C. Ambivalence about the proposed change

Ambivalence describes mixed feelings without turning them into blame or an unsupported diagnosis.

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F / Guided speaking

1. prepared

Client: The lunch was prepared.

Turn 1. The preparation step occurred, so it should not be recorded as absent.

2. unavailable

Professional: The planned break became unavailable.

Turn 2. The changed shift removed the planned opportunity to eat the lunch.

3. process

Client: Those are separate parts of the process.

Turn 3. Preparation and break access are different practical steps in the agreed action.

4. blame

Professional: We can review the barrier without blame.

Turn 4. The scenario supports a practical review, not a negative judgment about motivation.

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07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "One prepared lunch, not a perfect week". Jo: "At the review, we can ask whether preparation worked and whether you had a break to eat." Taylor: [missing response] Jo: "Exactly. We have not agreed to a weight target, and this one lunch cannot promise a particular result." Which response belongs in the gap?

A. That process measure makes sense. It tells us something useful about the routine, not just whether I tried hard.

A Correct. This is Taylor's response in turn 14. It connects Jo's preceding point with Jo's follow-up. A process measure checks whether the agreed action and its practical steps occurred rather than assuming a health outcome.

B Not here. This line belongs to turn 6, after Jo says: "We do not have to start with a whole week. Which option would you prefer to try first?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Jo says: "Which workday would fit best, and what preparation step would make it possible in your current routine?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Jo says: "We have two options today: prepare lunch once, or identify one affordable ready-to-eat option near work." It addresses that point, not the missing turn in the supplied exchange.

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08 / Answers and explanations

A / Read the situation

A1. What is already complete?

B. Sending the referral

Only referral submission is complete in the facts supplied here.

[Return to the exercise, page 81](#)

A2. What concern has Pat reported?

D. Difficulty shopping during recovery at home

Pat reports a practical shopping difficulty; no clinical diet instruction is supplied.

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A3. What permission is stated?

B. Consent to the relevant information exchange

The case limits permission to the relevant exchange between the services involved.

[Return to the exercise, page 81](#)

D / Response choices

D1. Which handoff states the current position accurately?

A. Referral sent; eligibility and start date unconfirmed

The supplied facts establish submission only, with the later stages still unresolved.

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D2. Which instruction must not be added?

C. A texture-modified diet order

No swallowing assessment or authorized diet order is supplied in the scenario.

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08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Amount of support a service can currently provide. Which term fits?

B. service capacity

A Not here. working assumption: Provisional premise used while information is incomplete. The usual combination is "challenge a working assumption".

B Correct. service capacity: Amount of support a service can currently provide. The usual combination is "check service capacity".

C Not here. consent to share: Permission for a defined information exchange under applicable requirements. The usual combination is "document consent to share".

D Not here. confirmed contact: Verified communication with the intended person. The usual combination is "document confirmed contact".

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D4. Rebuild the exchange from "A referral is not a delivered meal". Amira: "Please also ask what support they can currently offer. We should not promise something outside their capacity." Ben: [missing response] Amira: "Pat needs a clear account of what is pending, not a message that meals have started when they have not." Which response belongs in the gap?

B. Agreed. Service capacity may affect timing even when someone meets the access conditions.

A Not here. This line belongs to turn 8, after Amira says: "Pat needs a clear account of what is pending, not a message that meals have started when they have not." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ben's response in turn 6. It connects Amira's preceding point with Amira's follow-up. Service capacity concerns what support is currently available and can affect whether or when a referral can be acted on.

C Not here. This line belongs to turn 2, after Amira says: "Pat has agreed to this relevant information exchange and reports difficulty shopping while recovering at home." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Amira says: "We should keep the information exchange limited to what the service needs for this purpose." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. community referral

Turn 2. A community referral requests support from a service, but sending it does not establish acceptance or delivery.

08 / Answers and explanations / continued

2. eligibility criteria

Turn 4. Eligibility criteria are the service's access conditions and must be verified rather than inferred from referral submission.

3. Service capacity

Turn 6. Service capacity concerns what support is currently available and can affect whether or when a referral can be acted on.

4. referral acceptance

Turn 8. Referral acceptance confirms that the receiving service has accepted the request; it is separate from the first delivery.

5. diet order

Turn 10. A diet order is an authorized clinical instruction and cannot be invented from a referral or professional job title.

6. texture modification

Turn 12. Texture modification changes food consistency under an appropriate assessed plan and is not supplied by this scenario.

7. Consent to share

Turn 14. Consent to share concerns a defined information exchange and does not automatically permit unrestricted distribution of the client's records.

8. contact attempt

Turn 16. A contact attempt is an effort to reach someone and must not be confused with verified successful communication.

9. delivery schedule

Turn 18. The delivery schedule must be confirmed with the service rather than assumed from the date the referral was sent.

10. closed-loop referral

Turn 20. A closed-loop referral checks receipt, action, and relevant outcomes rather than ending when the request leaves the sender.

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08 / Answers and explanations / continued

F / Accuracy and scope

F1. Which question checks a real outcome?

D. Has the service confirmed a start date and informed Pat?

Confirmation and client communication provide stronger evidence than internal administrative activity alone.

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F2. Which statement distinguishes contact states?

C. A voicemail is an attempt, not confirmed contact

A contact attempt does not establish that the intended person received and understood the message.

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F / Guided speaking

1. accepted

Coordinator: The referral is now accepted.

Turn 1. The service has confirmed acceptance, which is a completed step in this update.

2. proposed

Colleague: Thursday is the proposed start date.

Turn 2. The date is proposed, not evidence that delivery has already happened.

3. attempt

Coordinator: The voicemail was a contact attempt.

Turn 3. Leaving voicemail does not establish a completed conversation with the client.

4. occurred

Colleague: A delivery has not yet occurred.

Turn 4. The brief explicitly states that no delivery has taken place.

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08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A referral is not a delivered meal". Amira: "We should keep the information exchange limited to what the service needs for this purpose." Ben: [missing response] Amira: "When you contact Pat, please distinguish leaving a message from actually speaking with the client." Which response belongs in the gap?

D. Yes. Consent to share does not mean unrestricted sharing of every record with every organization.

A Not here. This line belongs to turn 8, after Amira says: "Pat needs a clear account of what is pending, not a message that meals have started when they have not." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Amira says: "It has been sent. I do not have confirmation of eligibility, a start date, or a first delivery." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Amira says: "Pat has agreed to this relevant information exchange and reports difficulty shopping while recovering at home." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Ben's response in turn 14. It connects Amira's preceding point with Amira's follow-up. Consent to share concerns a defined information exchange and does not automatically permit unrestricted distribution of the client's records.

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Review 1 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Timing and arrangement of eating occasions. Which term fits?

A. meal pattern

A Correct. meal pattern: Timing and arrangement of eating occasions. The usual combination is "describe the meal pattern".

B Not here. source attribution: Identification of where information came from. The usual combination is "preserve source attribution".

C Not here. beverage intake: Drinks consumed during the relevant period. The usual combination is "record beverage intake".

D Not here. usual intake: Eating pattern over time rather than one isolated day. The usual combination is "distinguish usual intake".

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2. A colleague needs the term for this meaning: Panel presenting nutrition information for two stated reference amounts. Which term fits?

D. dual-column label

A Not here. clarification request: Question that resolves an unclear meaning or instruction. The usual combination is "make a targeted clarification request".

B Not here. Nutrition Facts panel: Standardized nutrition information displayed on a US food label. The usual combination is "read the Nutrition Facts panel".

C Not here. nutrient density: Nutrient content relative to an amount of food or its energy content. The usual combination is "discuss nutrient density".

D Correct. dual-column label: Panel presenting nutrition information for two stated reference amounts. The usual combination is "read a dual-column label".

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Review 1 / Explanations / continued

3. Rebuild the exchange from "Lunch depends on the break". Maya: "Do you remember how full it was, or would the restaurant's container help us describe it?" Rina: [missing response] Maya: "And drinks across the whole shift, not only the drink that came with your food?" Which response belongs in the gap?

C. A container would help. A household measure is easier than trying to guess the weight.

A Not here. This line belongs to turn 8, after Maya says: "Thanks for separating those. What was the next thing you ate, including anything between meals?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Maya says: "When you said you missed lunch, did you mean you were not hungry or could not take a break?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Rina's response in turn 10. It connects Maya's preceding point with Maya's follow-up. A household measure uses a familiar container or utensil to make an amount easier to describe.

D Not here. This line belongs to turn 4, after Maya says: "That is useful to know. We will compare it with other days after we get the sequence clear." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "The package contains two servings". Jordan: "I also noticed an ingredient list. Would that answer a different question from these nutrient amounts?" Lee: [missing response] Jordan: "I understand now: check how much I ate, identify the reference, and avoid adding the included sugars twice." Which response belongs in the gap?

A. Yes. The ingredient list tells you what the food contains, while this panel gives the specified nutrient figures.

A Correct. This is Lee's response in turn 18. It connects Jordan's preceding point with Jordan's follow-up. The ingredient list identifies ingredients, while the nutrition panel reports amounts of specified nutrients.

B Not here. This line belongs to turn 16, after Jordan says: "What about the percentage beside the number? I assumed that meant a percentage of everything I ate today." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Jordan says: "That would make the twelve grams twenty-four. Where does the extra five fit into the calculation?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Jordan says: "I ate the entire package. The front of it looked like something sold for one person." It addresses that point, not the missing turn in the supplied exchange.

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Review 2 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Money available for food over a stated period. Which term fits?

D. food budget

A Not here. substitution: Replacement chosen for a particular purpose or constraint. The usual combination is "agree on a feasible substitution".

B Not here. shelf-stable: Able to be stored unopened without refrigeration under stated conditions. The usual combination is "choose a shelf-stable option".

C Not here. source attribution: Identification of where information came from. The usual combination is "preserve source attribution".

D Correct. food budget: Money available for food over a stated period. The usual combination is "work within a food budget".

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2. A colleague needs the term for this meaning: Plant food group including beans, peas, and lentils. Which term fits?

B. legume

A Not here. clarification request: Question that resolves an unclear meaning or instruction. The usual combination is "make a targeted clarification request".

B Correct. legume: Plant food group including beans, peas, and lentils. The usual combination is "include familiar legumes".

C Not here. plant-based pattern: Eating pattern centered on plant foods, with the exact exclusions needing clarification. The usual combination is "clarify a plant-based pattern".

D Not here. heme iron: Form of dietary iron found in animal tissues. The usual combination is "distinguish heme iron".

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Review 2 / Explanations / continued

3. Rebuild the exchange from "The package contains two servings". Jordan: "Does that mean the label is telling me I was supposed to eat only half the package?" Lee: [missing response] Jordan: "The other yogurt looks lower in sugar per serving. Could I compare those two printed numbers directly?" Which response belongs in the gap?

C. No. The serving size explains the figures; it does not determine your individual portion or nutritional needs.

A Not here. This line belongs to turn 20, after Jordan says: "I understand now: check how much I ate, identify the reference, and avoid adding the included sugars twice." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Jordan says: "I ate the entire package. The front of it looked like something sold for one person." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Lee's response in turn 10. It connects Jordan's preceding point with Jordan's follow-up. Serving size supplies a reference for the label figures and is not an individualized prescription for the client.

D Not here. This line belongs to turn 2, after Jordan says: "I thought the yogurt had twelve grams of sugar, but my colleague says it had thirty-four." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "Plant-based does not describe the whole pattern". Dev: "Then two foods can contain a nutrient without every question about that nutrient being identical." Noor: [missing response] Dev: "I will bring the labels I actually use and a record of my meals to the next appointment." Which response belongs in the gap?

B. Right. We can explain that distinction without turning this label comparison into a claim about your micronutrient status or prescribing a supplement.

A Not here. This line belongs to turn 12, after Dev says: "People also tell me that only one particular food can supply enough protein. That sounds restrictive." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Noor's response in turn 18. It connects Dev's preceding point with Dev's follow-up. A micronutrient is a vitamin or mineral needed in relatively small amounts; the conversation does not establish the client's status.

C Not here. This line belongs to turn 8, after Dev says: "So I should check the actual product, not treat the words plant-based as a complete nutrition statement." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Dev says: "I will bring the labels I actually use and a record of my meals to the next appointment." It addresses that point, not the missing turn in the supplied exchange.

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Review 3 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Clinical nutrition services for a condition within an appropriately qualified professional's scope. Which term fits?

C. medical nutrition therapy

A Not here. informed permission: Agreement after the relevant purpose and process have been explained. The usual combination is "seek informed permission".

B Not here. source attribution: Identification of where information came from. The usual combination is "preserve source attribution".

C Correct. medical nutrition therapy: Clinical nutrition services for a condition within an appropriately qualified professional's scope. The usual combination is "explain medical nutrition therapy".

D Not here. clinical interpretation: Qualified explanation of findings in the person's clinical context. The usual combination is "request clinical interpretation".

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2. A colleague needs the term for this meaning: Strength and reliability of the information supporting a conclusion. Which term fits?

A. evidence quality

A Correct. evidence quality: Strength and reliability of the information supporting a conclusion. The usual combination is "assess evidence quality".

B Not here. clarification request: Question that resolves an unclear meaning or instruction. The usual combination is "make a targeted clarification request".

C Not here. interaction: Effect of one substance or treatment on another's action or safety. The usual combination is "check for an interaction".

D Not here. dietary supplement: Product intended to supplement the diet under the relevant regulatory definition. The usual combination is "discuss a dietary supplement".

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Review 3 / Explanations / continued

3. Rebuild the exchange from "Plant-based does not describe the whole pattern".

Dev: "Does choosing Drink B yesterday mean I have a deficiency, or is that jumping ahead of the evidence?" **Noor:** [missing response] **Dev:** "People also tell me that only one particular food can supply enough protein. That sounds restrictive." Which response belongs in the gap?

D. It is a jump. Nutrient adequacy needs an assessment of the broader pattern and any relevant clinical information.

A Not here. This line belongs to turn 2, after Dev says: "I switched to plant-based meals, and I assumed these two drinks would be more or less interchangeable." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Dev says: "So I should check the actual product, not treat the words plant-based as a complete nutrition statement." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Dev says: "I no longer eat animal-derived foods. I use beans, lentils, grains, vegetables, and whichever drink is available." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Noor's response in turn 10. It connects Dev's preceding point with Dev's follow-up. Nutrient adequacy concerns whether the overall intake meets relevant needs, which cannot be determined from one product choice alone.

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4. Rebuild the exchange from "Natural is not an interaction check". Alex: "I would rather check properly than ask you to promise a benefit or tell me a dose from this picture." **Quinn:** [missing response] **Alex:** "I will provide the complete product and medicine details for the appropriate professional to review." Which response belongs in the gap?

D. That is sensible. We should also use the appropriate reporting route for any suspected adverse effect, rather than dismissing it because the product is sold as natural.

A Not here. This line belongs to turn 4, after Alex says: "The front says it is a blend, and I cannot tell whether the study used this exact product." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Alex says: "The advertisement also does not say who took it. Would that change how we interpret the results?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Alex says: "The advertisement says natural and clinically tested. I thought that made the supplement a fairly safe bet." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Quinn's response in turn 18. It connects Alex's preceding point with Alex's follow-up. An adverse effect is an unwanted harmful effect that warrants the appropriate clinical response and reporting process.

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Review 4 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Mixed feelings about a proposed change. Which term fits?

A. ambivalence

A Correct. ambivalence: Mixed feelings about a proposed change. The usual combination is "acknowledge ambivalence".

B Not here. source attribution: Identification of where information came from. The usual combination is "preserve source attribution".

C Not here. self-monitoring: Recording one's own relevant actions or experiences. The usual combination is "use focused self-monitoring".

D Not here. behavioral goal: Target expressed as an action rather than an assumed outcome. The usual combination is "define a behavioral goal".

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2. A colleague needs the term for this meaning: Temporary support while a longer-term arrangement is pending. Which term fits?

B. interim arrangement

A Not here. swallowing assessment: Evaluation of swallowing by appropriately qualified professionals. The usual combination is "request a swallowing assessment".

B Correct. interim arrangement: Temporary support while a longer-term arrangement is pending. The usual combination is "confirm an interim arrangement".

C Not here. clarification request: Question that resolves an unclear meaning or instruction. The usual combination is "make a targeted clarification request".

D Not here. discharge nutrition plan: Nutrition-related arrangements communicated when a person leaves a care setting. The usual combination is "clarify a discharge nutrition plan".

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Review 4 / Explanations / continued

3. Rebuild the exchange from "Natural is not an interaction check". Alex: "I take a prescription medicine. The salesperson told me natural ingredients cannot interfere with it." Quinn: [missing response] Alex: "I have not brought the medicine name or the exact amount of supplement. I should not guess those." Which response belongs in the gap?

D. Natural does not rule out an interaction. The actual medicine and product need qualified review together.

A Not here. This line belongs to turn 16, after Alex says: "So even a well-made product and a persuasive study headline leave several different questions unanswered." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Alex says: "I have not brought the medicine name or the exact amount of supplement. I should not guess those." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Alex says: "The advertisement also does not say who took it. Would that change how we interpret the results?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Quinn's response in turn 10. It connects Alex's preceding point with Alex's follow-up. An interaction concerns one substance affecting another's action or safety and cannot be ruled out by the word natural.

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4. Rebuild the exchange from "A referral is not a delivered meal". Amira: "Who will confirm the start date and check what the actual arrangement is while the referral is pending?" Ben: [missing response] Amira: "Then the next update should tell us the status, what Pat has been told, and what remains outstanding." Which response belongs in the gap?

C. I will own that check and report the delivery schedule only when the service confirms it. Any immediate need follows the real support pathway.

A Not here. This line belongs to turn 16, after Amira says: "When you contact Pat, please distinguish leaving a message from actually speaking with the client." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 20, after Amira says: "Then the next update should tell us the status, what Pat has been told, and what remains outstanding." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Ben's response in turn 18. It connects Amira's preceding point with Amira's follow-up. The delivery schedule must be confirmed with the service rather than assumed from the date the referral was sent.

D Not here. This line belongs to turn 12, after Amira says: "The same applies to food texture. This case does not contain a swallowing assessment or related instruction." It addresses that point, not the missing turn in the supplied exchange.

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Additional case 1 / Explanations

Extended conversation

1. reported allergy

Turn 4. A reported allergy needs accurate clarification and the appropriate safety process, rather than being relabeled as an ordinary preference.

2. allergen cross-contact

Turn 6. Allergen cross-contact concerns unintended transfer of an allergen and is not resolved merely by removing a visible garnish.

3. ingredient verification

Turn 10. Ingredient verification checks the actual ingredients and current product information rather than relying on an old menu or a dish name.

4. preparation controls

Turn 12. Preparation controls describe actual arrangements intended to manage food-handling risks and must be verified by the responsible service.

5. Purpose-limited sharing

Turn 16. Purpose-limited sharing restricts relevant personal information to the people and purpose for which it is legitimately needed.

6. verified arrangement

Turn 20. A verified arrangement reflects confirmed practical facts and must not be confused with an unsupported promise that a dish is safe.

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Transfer exchange

1. replacement

Coordinator: The recipe now uses a replacement ingredient.

Turn 1. The venue changed the product after the earlier review took place.

Additional case 1 / Explanations / continued

2. product

Educator: The earlier check does not verify the new product.

Turn 2. A check of the previous product cannot establish the replacement's ingredients.

3. verification

Coordinator: We need the responsible team's current verification.

Turn 3. Current product and preparation information must come from the responsible service.

4. assurance

Educator: We cannot offer an unsupported safety assurance.

Turn 4. The scenario does not establish the facts needed for a dish-safety promise.

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Additional case 2 / Explanations

Extended conversation

1. privacy

Turn 4. Privacy concerns the conditions under which personal information is discussed and is not guaranteed merely because an appointment is online.

2. qualified interpreter

Turn 6. A qualified interpreter supports accurate communication through the service's appropriate arrangements rather than relying on an unprepared bystander.

3. informed agreement

Turn 9. Informed agreement follows an explanation of the actual arrangements and should not be assumed simply because someone joined a video call.

4. legible label

Turn 12. A legible label allows the actual product information to be read instead of substituting guesses or details from another product.

5. technical barrier

Turn 15. A technical barrier prevents usable communication or information access and must not be relabeled as a client's unwillingness to participate.

6. appointment confirmation

Turn 19. Appointment confirmation should identify the actual agreed arrangements rather than treating a request for a new slot as a completed booking.

[Return to the conversation, page 99](#)

Transfer exchange

1. offered

Service: The appointment slot is currently offered.

Turn 1. An offered slot is not a confirmed booking accepted by the client.

Additional case 2 / Explanations / continued

2. pending

Client: The interpreter arrangement remains pending.

Turn 2. The service has not yet confirmed the requested language support.

3. acceptance

Service: We still need your acceptance.

Turn 3. The client has not accepted the proposed appointment arrangement in this case.

4. status

Client: Please send the actual booking status.

Turn 4. A clear status update should distinguish offered, accepted, and confirmed arrangements.

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Additional case 3 / Explanations

Extended conversation

1. missing data

Turn 4. Missing data indicates that the information was not recorded or available, which is different from a confirmed absence of intake.

2. entry status

Turn 6. Entry status identifies whether a particular record field is complete, missing, or uncertain rather than labeling the whole record uniformly.

3. ingredient uncertainty

Turn 8. Ingredient uncertainty preserves the limit of what is known about the actual meal instead of replacing it with a guessed recipe.

4. documented limitation

Turn 12. A documented limitation makes an uncertainty visible so later interpretation does not treat incomplete information as established fact.

5. explanation of missingness

Turn 16. An explanation of missingness identifies why information is absent but does not supply the missing food or quantity itself.

6. accurate summary

Turn 20. An accurate summary preserves the different certainty levels of the source entries rather than smoothing them into an unsupported complete account.

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Transfer exchange

1. recorded

Client: The drinks were not recorded.

Turn 1. The missing entry reflects absent recording, not proof that no drinks were consumed.

Additional case 3 / Explanations / continued

2. unknown

Professional: The amount is still unknown.

Turn 2. The client cannot identify an amount from the information supplied.

3. zero

Client: The blank must not become zero.

Turn 3. Zero would assert no intake, which the client has not reported.

4. distinction

Professional: We should preserve that distinction.

Turn 4. Missing information and confirmed absence have different meanings in the record.

[Return to the conversation, page 107](#)

Find a phrase by purpose

Taking a dietary history without judgment

Open neutrally: Could you walk me through what you ate yesterday?

Clarify timing: Was that before your shift or after you got home?

Explore access: What happens when there is no meal break?

[Full phrase bank, page 7](#)

Explaining serving sizes and label comparisons

Locate the reference: These figures are for the serving shown here.

Scale the amount: For the whole package, multiply each per-serving amount by two.

Explain inclusion: Added sugars are included in total sugars, not added on top.

[Full phrase bank, page 17](#)

Adapting plans to food access and culture

Preserve preference: Which familiar foods would you like to keep?

Ask about equipment: What can you actually use in the shared kitchen?

Check storage: Would there be space to store that after opening?

[Full phrase bank, page 29](#)

Discussing nutrient sources without a one-food solution

Clarify the pattern: What does plant-based mean in your meals?

Compare products: These drinks have different nutrient profiles despite similar packaging.

Explain fortification: This product has specified nutrients added to it.

[Full phrase bank, page 39](#)

Find a phrase by purpose / continued

Clarifying a clinical referral and assessment

Clarify the purpose: What question did the referring clinician ask us to address?

Avoid blame: The flag does not show that you caused the result through food choices.

Identify missing data: I do not yet have the actual result and its clinical context.

[Full phrase bank, page 51](#)

Handling supplement claims and interaction questions

Acknowledge interest: I can see why that claim caught your attention.

Ask for specifics: Which formulation was tested, and in whom?

Separate evidence: Being studied is not the same as showing a useful benefit.

[Full phrase bank, page 62](#)

Agreeing on a small, measurable change

Reflect the tension: You want a steadier routine, but evenings are already crowded.

Offer bounded options: Would preparing once or identifying a nearby option fit better?

Respect choice: Which option would you prefer to try?

[Full phrase bank, page 74](#)

Coordinating follow-up and practical food support

State the practical concern: Pat reports difficulty getting to the shops during recovery.

Separate stages: The referral is sent; acceptance and delivery are not confirmed.

Limit information: I will share only what is relevant through the authorized route.

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[Lesson 07, p. 73](#), [Lesson 08, p. 83](#)

References and publication notes

All cases, organizations, figures, and conversations are fictional teaching material, not transcripts. Communication practice does not replace qualified advice or current workplace procedures.

[1] Academy of Nutrition and Dietetics. About RDNs and NDTRs.

Background for distinguishing nutrition credentials and professional roles; local rules must still be checked. Source checked 11 October 2026.

<https://www.eatright.org/about-rdns-and-ndtrs>

[2] FDA. Serving Size on the Nutrition Facts Label.

Supports distinguishing label serving amounts from the amount a person actually eats. Source checked 11 October 2026.

<https://www.fda.gov/food/nutrition-facts-label/serving-size-nutrition-facts-label>

[3] FDA. Added Sugars on the Nutrition Facts Label.

Supports the distinction between added sugars and total sugars in label conversations. Source checked 11 October 2026.

<https://www.fda.gov/food/nutrition-facts-label/added-sugars-nutrition-facts-label>

[4] NIH Office of Dietary Supplements. Frequently Asked Questions.

Background on supplement evidence, product claims, and the need for appropriate clinical review of interactions. Source checked 11 October 2026.

https://ods.od.nih.gov/HealthInformation/ODS_Frequently_Asked_Questions.aspx

Companion course

The website offers the eight-lesson course and related practice. This book can be used independently. No audio access or external account is needed for its exercises.

<https://englishladder.com/efsp-nutrition-dietetics.html>

Understand the routine. Make the language usable.

Eight consultations move from understanding an eating routine to explaining labels, adapting plans, discussing nutrients, clarifying referrals, reviewing supplements, agreeing on a change, and coordinating support.

Taking a dietary history without judgment

One recalled day cannot establish the usual pattern. A missing meal does not identify its cause until the client explains the circumstances.

Explaining serving sizes and label comparisons

The five grams of added sugars are included in the twelve grams of total sugars per serving. Do not add them again. The whole package contains twenty-four grams total, including ten grams added.

Adapting plans to food access and culture

A cheaper large package is not necessarily the practical choice when storage is limited. Do not treat a preferred staple as the problem simply because it is unfamiliar to the professional.

Discussing nutrient sources without a one-food solution

Fortified is a product description, not a promise that every nutritional need is met. Neither the dietary label nor the two drink labels establish a deficiency.

Phil Stilwell

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