12± = 24 T I

護理人員





To the Students

近年來,台灣政府推動醫療服務國際化計畫,協助外國旅客來台接受手術治療,使台灣在國際醫療界獲獎無數,持續發光。在這波趨勢下,護理人才作為其中重要的一環,其英語能力更是不可或缺。事實上,新加坡、加拿大、美國等英語

系國家也紛紛對國際護理人才招手,可見英語能力成了開啟多元職涯的鑰匙,帶 來工作晉升力與國際競爭力。

《12堂護理人員專業英文進階課》專為**護理科系學生、護理從業人員**與**護理職業求職者**量身打造。內容收錄大量實務上常見的情境,全書單元按照病患入院到出院的順序編排,其中包含協助病患適應醫院、給藥、協助病患減輕疼痛等,並花四個章節教學電話溝通、醫護溝通與護理交班報告,強調對話與訊息傳達,打造專業應對能力。各單元內除了**豐富會話**,還有**各式練習與補充**,拓展英文能力與護理知識,單元最後以**角色模擬活動**收尾,讀者可以藉由模擬護理人員與病患的應對情境,為正式上場提前準備。

《12堂護理人員專業英文進階課》針對實際的醫療情境教學,只要勤讀本書, 讀者就能輕鬆地依照不同狀況,説出專業得體的英文語句,臨陣不再怯場。

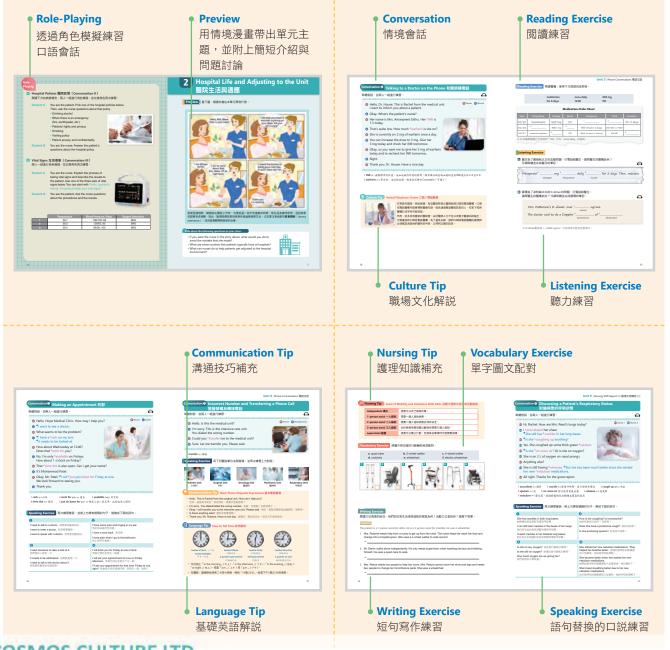


Study Guide

本書涵蓋醫院實際情境,深入介紹護理人員的日常對話與實用例句。

各單元以**看圖討論**作為暖身練習,待讀者對單元主題初步認識後,便進入**主題式情境會話**。會話下方標示文中**單字的中文解釋**,並穿插特定**語句的替換練習**,讓讀者增加字彙量,並一次學會多種相關說法。

各情境對話間,還有**聽說讀寫練習**與各**式補充**,包含職場文化解説、護理知識補充、基礎英語解説、實用溝通技巧等。單元最後設有**角色模擬練習**,幫助讀者檢驗學習成果,並將會話內容、補充知識融會貫通,打造全方位的英語實力,邁向成功職涯。



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Plan of the Book

Unit	Topic	Situations	Practical Knowledge	
01	Admission to a Hospital Unit 住院	 Introductions 介紹 Hospital Policies 醫院政策 Vital Signs 生命徵象 Alcohol and Smoking History 喝酒與抽菸病史 	Language • Talking about vital signs results 談論生命徵象的測量結果 • Talking about alcohol intake 談論飲酒的量 Culture • How to address patients 如何稱呼病患 Nursing • Terminology for vital signs 生命徵象的專業術語 • Temperature and blood pressure 體溫與血壓	
02	Hospital Life and Adjusting to the Unit 醫院生活與適應	 Asking About Dietary Restrictions 詢問飲食限制 Giving Directions 指引方向 Preparing for Procedures (NPO) 準備接受檢查 (空腹禁食) Going Outside the Hospital 外出 	Language	
03	Phone Conversations 電話交談	 Making an Appointment 約診 Incorrect Number and Transferring a Phone Call 撥錯號碼及轉接電話 Talking to a Doctor on the Phone 和醫師講電話 Talking to Distant Family Members on the Phone 和遠親講電話 Calling for Urgent Tests 要求緊急檢驗 Clarifying Information on the Phone 在電話中澄清資訊 	Language • How to tell time 如何報時 Communication • Basic phone etiquette expressions 基本電話禮儀 • Spelling names on the phone 在電話中拼出名字 Culture • Verbal/telephone orders 口頭/電話醫囑 Nursing • Privacy and confidentiality 隱私與保密	
04	Conversations With Doctors 和醫師對話	 Discussing a Patient's Condition 討論病患的狀況 Discussing a Patient's Plan of Care 討論病患的照護計畫 Discussing a Patient's Discharge Plan 討論病患的出院時程 Discussing a Patient's Code Status 討論病患的維生醫療抉 	Nursing • The importance of care plans 照護計畫的重要 • Code status 維生醫療抉擇意願	

Unit	Topic	Situations	Practical Knowledge
05	Nursing Shift Report (1) 護理交班報告 (1)	 Starting a Shift Report 開始交班報告 Discussing a Patient's Mobility and Assistance 討論病患的活動力與輔助 Discussing a Patient's Respiratory Status 討論病患的呼吸狀態 Discussing a Patient's Diet 討論病患的飲食 	Nursing • How to start a shift report 如何開始交班報告 • LOC: a measure of a patient's neurological status 意識程度:對病患神經系統狀態的評量 • Level of mobility and assistance with ADLS 活動力程度以及日常活動協助 • Types of diets with different textures 不同質地的飲食
06	Nursing Shift Report (2) 護理交班報告 (2)	 Post-Operative Care (1): Basic Information, Medication, Mobility 手術後的照護 (1): 基本資訊、藥物、活動力 Post-Operative Care (2): Wound Care 手術後的照護 (2): 傷口照護 Diabetes: Hyperglycemia and Hypoglycemia 糖尿病:高血糖和低血糖 Urinary and Bowel Elimination 排尿與排便 	Nursing • Describing wounds 描述傷口 • Hyperglycemia and hypoglycemia 高血糖和低血糖
07	Medication Administration 給藥	 Oral Medication 口服藥 Intramuscular, Subcutaneous, and Topical Medication 肌肉注射、皮下注射與外用藥物 Sublingual and Intravascular Medication 舌下與靜脈注射藥物 Handling a Medication Error 處理給藥錯誤 	Nursing • Things to check before giving medication 給藥前的核對事項 • When patients do not take their medication 當病患不服藥 • What to do for minor medication errors 輕微給藥錯誤的處理辦法
08	Pain Management 疼痛管理	 Pain Assessment (1) 疼痛評估 (1) Pain Assessment (2) 疼痛評估 (2) Pain Medication for Exercise and Treatment 運動與治療所需的止痛藥 Monitoring Pain Medication 監測止痛藥的效果 	Language • Expressing and describing pain 表達與描述疼痛 Nursing • Pain assessment scales 疼痛評估量表 • Things that may help ease pain 可能有助減輕疼痛的事物 • Questions to assess patients' pain 評估病患疼痛的問題 • Pain management for physiotherapy and wound care 物理治療與傷口護理的疼痛管理

Unit	Topic	Situations	Practical Knowledge
			 Following up on the side effects of medication 追蹤藥物的副作用 Monitoring the effectiveness of pain medication 監測止痛藥的效力
09	Palliative Patients 末期病患安寧療護	 Comfort Care for Unconscious Patients 昏迷病患的安寧療護 Pain Assessment for Palliative Patients 安寧病患的疼痛評估 Communicating With Palliative Patients 和安寧病患交談 Communicating With Family Members 和家屬溝通討論 	Communication Nonverbal signs and symptoms of pain 表示疼痛的非語言徵象和症狀 Communication skills for palliative patients 與末期病患交談的技巧 Nursing What is comfort care? 什麼是安寧療護 Post-mortem care: after patients pass away 遺體護理:病患離世後
10	Geriatric Patients 高齡病患	 General Conversations With Elderly Patients 和高齡病患的一般對話 Assessing Swallowing Problems 評估吞嚥問題 Dealing With Confused Patients 處理意識混亂病患 	Communication • Talking with elderly patients 和高齡病患談話 Nursing • Giving elderly patients choices 讓高齡病患作主 • Handling confused patients' behavioral problems 處理意識混亂 病患的行為問題
11	Pediatric Patients 兒科病患	 Medication Administration 給藥 Talking to Parents in the Pediatric Unit 和兒科病房的家長談話 Pain Assessment for Pediatric Patients 兒科病患的疼痛評估 Conversation for Medical Procedures 為進行醫療程序的對話 	Nursing • Administering medication to pediatric patients 兒科病患的給藥 • How to assess pain for pediatric patients 如何評估兒科病患的疼痛 • Talking to pediatric patients about procedures 和兒科病患談醫療程序
12	Transfer and Discharge 轉科及出院	 Informing a Patient About a Unit Transfer 通知病患轉科 Giving a Report to the Receiving Unit 向接受轉科的單位報告 Discharge Teaching 出院教學 Discharging a Diabetic Patient 協助糖尿病患出院 	Nursing • Giving reports for transfers 進行轉科報告

Hospital Life and Adjusting to the Unit 醫院生活與適應

Preview

看下圖,猜猜你會在本單元學到什麼。









即使是護理師,剛開始在醫院工作時,也要經過一段辛苦適應的時間。現在設身處地想想,這對病患來說會有多困難。因此,護理師應該幫助病患快速適應病房生活,尤其要注意病患的**飲食限制**(dietary restrictions),並向病患解釋將接受的治療。

Talk about the following questions in your class.

- If you were the nurse in the story above, what would you do to avoid the mistake that she made?
- What are some routines that patients typically have at hospitals?
- What can nurses do to help patients get adjusted to the hospital environment?



Conversation ()

Asking About Dietary Restrictions 詢問飲食限制

聆聽對話,並兩人一組進行練習。

- M Hello, Martha. Do you have any concerns about the food here? Do you have any ¹dietary ²restrictions or allergies?
- Nurse Patient
- P Yes. I can't eat fish and 3 shellfish. I'm 4 allergic to them.
- N I see. Just for 5 clarification, you can't have any seafood. This includes fish and shellfish. Is that correct?
- Yes. That's right.
- N I will let the kitchen know. I have the menu for tomorrow. Here. Take a look and circle what you want to eat.
- Sure, I will do that. Thank you.



I dietary (adj.) 飲食的

2 restriction (n.) 限制

3 shellfish (n.) 水性甲殼類動物

4 allergic (adj.) 過敏的

5 clarification (n.) 確認



Culture Tip Dietary Preferences and Restrictions 飲食偏好與限制

有許多有各種飲食偏好與限制的病,原因可能是宗教、健康問題(例如過 敏),還有個人的偏好,所以詢問病患這些問題非常重要:

- Are you allergic to anything? 您對什麼過敏嗎?
- Do you have any food allergies or intolerances? 您有食物過敏或不耐症嗎?
- Is there anything important about your diet that we should know? 關於您的飲食,有任何我們應該知道的重要事項嗎?



Communication Tip

Clarification and Repetition 澄清與重覆

澄清是很有效的交談技巧。護理師可以重覆病患說的話以核對資訊,並了解病患的憂慮。 例如說:

Colorify, you don't want any meat in your food, right? J

(好,容我再確認一次,您的飲食中不要包含任何肉類,對嗎?)

Speaking Exercise

- ▲ 將左邊的語句與右邊的澄清語句配對。
 - 1 ____ I can't eat red meat.
 - 2 I am lactose intolerant.
 - 3 I'm allergic to peanuts.
 - 4 I can't eat any citrus fruits.
 - 5 I have gluten intolerance.

- a. So you can't have any dairy products.
- **b.** Just to clarify, you can't have citrus fruits.
- c. So you have gluten intolerance.
- **d.** Just for clarification, you can't have red meat.
- e. So you're allergic to peanuts.
- B 兩人一組,練習下方對話,並練習使用A大題的句子替換底線部分。
 - A: Do you have any dietary restrictions or allergies?
 - B: I can't eat red meat.
 - A: Just for clarification, you can't have red meat. Is that correct?
 - B: Yes.
 - A: Okay. I will tell the kitchen.

Writing Exercise

想像你是一位病患,具有下方三項飲食限制之一。請在菜單上將你能選擇的飲食打勾,並兩人一 組進行相互比對。

- 1 **Vegan** (no meat, no dairy products, no seafood, no eggs)
- **2** Lacto-ovo vegetarian (dairy products and eggs allowed)
- **3 Gluten-free** (no products, such as wheat, rye, or barley, which contain gluten)

nue	Circle your choices. (You The menu must be return		n one for each section.)	
Ž	Main Meal	Salad	Drinks	Dessert
oita	(choose one)	Greek Salad	Apple Juice	Rice Pudding
losp	Vegetable Curry	Garden Salad	Orange Juice	Lemon Pie
a H	Grilled Salmon		Decaf Coffee	Brownie
Hope Regional Hospital Menu	Beef with Vegetables	Condiments	Hot Water	
Re	Soup	Salt	2% Milk	* Check Here for
ope	Cream of Tomato	Pepper	Skim Milk	Gluten-Free
I	Cream of Broccoli	Sugar		
		Sweetener		
		Cream		

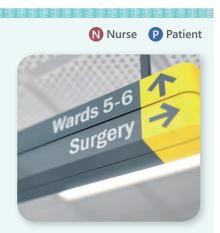
Conversation (II)

Giving Directions 指引方向

聆聽對話,並兩人一組進行練習。



- Excuse me. I am looking for the surgical unit.
- N Hi. This is the medical unit. The surgical unit is located on the third floor.
- P How do I go upstairs?
- N Go straight and take the elevator to the third floor.
- P Then where do I go?
- Nou can turn left and then keep going straight. On the right, you will see a sign for the surgical unit.



Speaking Exercise

使用下方醫院區域指示再練習一次。

HOSPITAL DIRECTORY	
	FLOOR
Oncology Unit	Third Floor
Radiology (X-Ray, CT)	Second Floor
Cashier / ATM	First Floor
Cafeteria	Basement Level 1

Language Tip Giving Directions 指引方向







next to / beside 在隔壁/在旁邊



behind 在……的後面



in front of 在……的前面



across from 在……的對面



go straight 直走











- The cafeteria is (located) on the ground floor.
- Go out the revolving doors. 走到旋轉門外面。 Take/Use the elevator (to get to the second floor). 搭電梯(到二樓)。
- Then, turn right after the pharmacy. 然後,過了領藥處後右轉。
- The room is **on the right-hand side**. 病房在右手邊。

- Go through the double doors. 穿過雙扇門。
- Go straight (until you can see the café). 直走(直到看到咖啡館)。
- You will see the clinic on your left. 您會看到門診部在您的左邊。
- The cashier is behind the cafeteria. 繳費處在自助餐廳的後面。

自助餐廳在一樓。

Speaking Exercise

▲ 根據醫院的樓層圖,使用正確的提示詞語完成下方對話,並兩人一組進行練習。

		Company of the last of the las			Entrance	
Dermatology	Radiology	Orthopedics	Library	Reception/ Cashier	You are here.	Coffee Shop
			Double Do	oors		
Pediatric Unit		Outpatient Medical Laboratory	Restroom Restroom			Pharmac
		(Blood Test)	Cafete	ria ATM/ Pay Phon	e Elevators	
2nd Floor					11	
Oncology (luit	Cardiac U	wit		Elevators	U .
Oncology	Juli.	Cardiac O	riit.			
_						Emergency
Renal Un	it	Medical/Surgio	cal Unit	Restroom	Restroom	
	go straight		n right		e second floor	
	keep	_	ht-hand si		through	
	across from	bes	side	tal	ce the elevator	
A: Where c	lo I go to get an $ angle$	<pre><-ray?</pre>				
B: Turn rial	nt after the recept	tion area.			the double door	rs and
	<u> </u>				your right,	
the orth	opedic unit.					
A: Excuse	me. How do I go	to the oncolog	ıv unit?			
	ght and take the	_				
	grit and take the					unit on the
	nd side. It is				0,	
A: How do	I go to the coffee	e shop from the	e cardiac u	nit?		
	ght and					

B 兩人一組,利用A大題的樓層圖練習問路與給予指引。

Conversation

Preparing for Procedures (NPO) 準備接受檢查 (空腹禁食

聆聽對話,並兩人一組進行練習。



- M Hello, Eric. You will have a CT scan of your ¹abdomen tomorrow.
 Starting at ²midnight, you are going to be NPO.
- What does NPO mean?
- No It means "nothing by mouth." You can't have any food or water.
- What time is the procedure?
- The CT is going to be at 8:00 a.m. The *porter will come and take you there 15 minutes before that.
- What about my medication?
- N ⁹You can take your medication with small ⁴sips of water. That's okay.
- P All right. Can you remind me about the NPO at midnight?
- Sure. The night shift nurse will remind you. She will also take your ⁶water pitcher away.
- I abdomen (n.) 腹部
- 2 midnight (n.) 午夜
- 3 porter (n.) 傳送員

- 4 sip (v.) 啜飲
- 5 remind (v.) 提醒
- 6 water pitcher (n.) 水壺

Speaking Exercise

再次練習會話,並將上方標有號碼的句子,替換成下面的詞句。



You'll be fasting for the CT starting at midnight. 因為要照電腦斷層,您須從午夜開始禁食。

You'll be NPO after midnight. 午夜之後,您要NPO。

For the procedure, you need to fast starting at midnight. 由於要做檢查,從午夜開始您須禁食。

2

The CT will be at 8 o'clock. 電腦斷層在八點鐘。

The procedure will be at 8. 檢查在八點。

You will have the CT at 8 in the morning. 您早上八點要照電腦斷層。



You can have small sips of water to take your pills. 您可以小口喝水配藥。

The doctor said it's fine to take your medication with some water. 醫師說,您吃藥配點水沒關係。

4

Could you remind me before midnight? 你可以在午夜之前提醒我嗎?

Could you come and remind me about the NPO at midnight? 你可以在午夜時來提醒我NPO嗎?

Can you let me know about the no-eating-and-drinking policy at midnight?

你可以在午夜時,告訴我不能飲食的規定嗎?

聆聽對話,並兩人一組進行練習。



- P Hello, Sarah. Is it okay if I go to the café near the hospital? My cousin will go with me.
- Nurse P Patient
- N Yes. If someone is going with you, then it will be fine. How long do you think you will be gone?
- ¹Half an hour.
- That's okay. If you are going for more than a few hours, you need the doctor's ²permission.
- P I will remember that.
- N Before you go, I will give you your 3 noon medication. Here.
- Great. Thank you.
- Please ⁴fill out this patient sign-in and sign-out sheet.
 When you come back, please ⁵check in with the ⁶nursing station.
- I half an hour (n.) 半小時
- 2 permission (n.) 許可
- 3 noon (n.) 正午

- 4 fill out (phr. v.) 填寫
- 5 check in (phr. v.) 報到
- 6 nursing station (n.) 護理站

Speaking Exercise

兩人一組,根據下方的住院外出登記表,練習告訴病患離開與回來的時間。

Patient Sign-In/Sign-Out Sheet

Date	Name	Time Out	Time In	Reason for Visit	Signature
04/21	Kevin Baker	2:25 p.m.	4:25 p.m.	Go home to feed my cats	KEVIN
04/21	Janice Rice	3:30 p.m.	5:30 p.m.	Go to the coffee shop	JANICE
04/21	Daniel Son	5:45 p.m.	6:00 p.m.	Go to the bank	DANIEL

EXAMPLE

Kevin Baker left the unit at 2:25 p.m. He went home to feed his cats. He returned at 4:25 p.m.



A Asking About Dietary Restrictions 詢問飲食限制(Conversation I)

兩人一組進行角色模擬,並交換角色再次練習。

Student A You are the nurse. Ask the patient about his or her dietary preferences. You can start with "Do you have any dietary restrictions?"

Student B You are the patient. Answer the nurse's questions about your dietary preferences. Below are some dietary options you can choose from.

- Vegan
- Lacto-ovo vegetarian
- Gluten-free diet
- Halal (Islamic diet; no pork; meat must be prepared a certain way)
- · No dairy / Dairy-free
- No nuts / Nut allergy
- Citrus fruit sensitivity / Acidic food sensitivity)



B Giving Directions 指引方向(Conversation II)

兩人一組進行角色模擬,並交換角色再次練習。

Student A You are the visitor. Ask the nurse how to go to one of the locations in the table below.

Student B You are the nurse. Give directions to the visitor. Use the floor map on page 21.

Welcome to Hope Hospital			
Renal Unit Second Floor			
Emergency	Second Floor		
Dermatology	First Floor		
Pharmacy	First Floor		