

Contents

Plan of the Book	4
UNIT 1 Admission to a Hospital Unit	7
• Introductions	8
• Hospital Policies	9
• Vital Signs	10
• Alcohol and Smoking History	12
UNIT 2 Hospital Life and Adjusting to the Unit	15
• Asking About Dietary Restrictions	16
• Giving Directions	18
• Preparing for Procedures (NPO)	20
• Going Outside the Hospital	21
UNIT 3 Phone Conversations	23
• Making an Appointment	24
• Incorrect Number and Transferring a Phone Call	25
• Talking to a Doctor on the Phone	26
• Talking to Distant Family Members on the Phone	28
• Calling for Urgent Tests	30
• Clarifying Information on the Phone	31
UNIT 4 Conversations With Doctors	33
• Discussing a Patient's Condition	34
• Discussing a Patient's Plan of Care	35
• Discussing a Patient's Discharge Plan	36
• Discussing a Patient's Code Status	38
UNIT 5 Nursing Shift Report (1)	41
• Starting a Shift Report	42
• Discussing a Patient's Mobility and Assistance	43
• Discussing a Patient's Respiratory Status	45
• Discussing a Patient's Diet	46
UNIT 6 Nursing Shift Report (2)	49
• Post-Operative Care (1): Basic Information, Medication, Mobility	50
• Post-Operative Care (2): Wound Care	51
• Diabetes: Hyperglycemia and Hypoglycemia	53
• Urinary and Bowel Elimination	55

UNIT 7	Medication Administration	59
•	Oral Medication	60
•	Intramuscular, Subcutaneous, and Topical Medication	62
•	Sublingual and Intravascular Medication	64
•	Handling a Medication Error	66
UNIT 8	Pain Management	69
•	Pain Assessment (1)	70
•	Pain Assessment (2)	72
•	Pain Medication for Exercise and Treatment	76
•	Monitoring Pain Medication	78
UNIT 9	Palliative Patients	81
•	Comfort Care for Unconscious Patients	82
•	Pain Assessment for Palliative Patients	84
•	Communicating With Palliative Patients	85
•	Communicating With Family Members	87
UNIT 10	Geriatric Patients	91
•	General Conversations With Elderly Patients	92
•	Assessing Swallowing Problems	96
•	Dealing With Confused Patients	97
UNIT 11	Pediatric Patients	101
•	Medication Administration	102
•	Talking to Parents in the Pediatric Unit	104
•	Pain Assessment for Pediatric Patients	105
•	Conversation for Medical Procedures	106
UNIT 12	Transfer and Discharge	109
•	Informing a Patient About a Unit Transfer	110
•	Giving a Report to the Receiving Unit	111
•	Discharge Teaching	113
•	Discharging a Diabetic Patient	114
	Appendix	119
•	Extra Study Materials	120
•	Word List	130

Plan of the Book

Unit	Topic	Situations	Practical Knowledge
01	Admission to a Hospital Unit	<ul style="list-style-type: none"> • Introductions • Hospital Policies • Vital Signs • Alcohol and Smoking History 	<p>Language</p> <ul style="list-style-type: none"> • Talking about vital signs results • Talking about alcohol intake <p>Culture</p> <ul style="list-style-type: none"> • How to address patients <p>Nursing</p> <ul style="list-style-type: none"> • Terminology for vital signs • Temperature and blood pressure
02	Hospital Life and Adjusting to the Unit	<ul style="list-style-type: none"> • Asking About Dietary Restrictions • Giving Directions • Preparing for Procedures (NPO) • Going Outside the Hospital 	<p>Language</p> <ul style="list-style-type: none"> • Giving directions <p>Communication</p> <ul style="list-style-type: none"> • Clarification and repetition <p>Culture</p> <ul style="list-style-type: none"> • Dietary preferences and restrictions
03	Phone Conversations	<ul style="list-style-type: none"> • Making an Appointment • Incorrect Number and Transferring a Phone Call • Talking to a Doctor on the Phone • Talking to Distant Family Members on the Phone • Calling for Urgent Tests • Clarifying Information on the Phone 	<p>Language</p> <ul style="list-style-type: none"> • How to tell time <p>Communication</p> <ul style="list-style-type: none"> • Basic phone etiquette expressions • Spelling names on the phone <p>Culture</p> <ul style="list-style-type: none"> • Verbal/telephone orders <p>Nursing</p> <ul style="list-style-type: none"> • Privacy and confidentiality
04	Conversations With Doctors	<ul style="list-style-type: none"> • Discussing a Patient's Condition • Discussing a Patient's Plan of Care • Discussing a Patient's Discharge Plan • Discussing a Patient's Code Status 	<p>Nursing</p> <ul style="list-style-type: none"> • The importance of care plans • Code status

Unit	Topic	Situations	Practical Knowledge
05	Nursing Shift Report (1)	<ul style="list-style-type: none"> Starting a Shift Report Discussing a Patient's Mobility and Assistance Discussing a Patient's Respiratory Status Discussing a Patient's Diet 	Nursing <ul style="list-style-type: none"> How to start a shift report LOC: a measure of a patient's neurological status Level of mobility and assistance with ADLS Types of diets with different textures
06	Nursing Shift Report (2)	<ul style="list-style-type: none"> Post-Operative Care (1): Basic Information, Medication, Mobility Post-Operative Care (2): Wound Care Diabetes: Hyperglycemia and Hypoglycemia Urinary and Bowel Elimination 	Nursing <ul style="list-style-type: none"> Describing wounds Hyperglycemia and hypoglycemia
07	Medication Administration	<ul style="list-style-type: none"> Oral Medication Intramuscular, Subcutaneous, and Topical Medication Sublingual and Intravascular Medication Handling a Medication Error 	Nursing <ul style="list-style-type: none"> Things to check before giving medication When patients do not take their medication What to do for minor medication errors
08	Pain Management	<ul style="list-style-type: none"> Pain Assessment (1) Pain Assessment (2) Pain Medication for Exercise and Treatment Monitoring Pain Medication 	Language <ul style="list-style-type: none"> Expressing and describing pain Nursing <ul style="list-style-type: none"> Pain assessment scales Things that may help ease pain Questions to assess patients' pain Pain management for physiotherapy and wound care

Unit	Topic	Situations	Practical Knowledge
			<ul style="list-style-type: none"> • Following up on the side effects of medication • Monitoring the effectiveness of pain medication
09	Palliative Patients	<ul style="list-style-type: none"> • Comfort Care for Unconscious Patients • Pain Assessment for Palliative Patients • Communicating With Palliative Patients • Communicating With Family Members 	<p>Communication</p> <ul style="list-style-type: none"> • Nonverbal signs and symptoms of pain • Communication skills for palliative patients <p>Nursing</p> <ul style="list-style-type: none"> • What is comfort care? • Post-mortem care: after patients pass away
10	Geriatric Patients	<ul style="list-style-type: none"> • General Conversations With Elderly Patients • Assessing Swallowing Problems • Dealing With Confused Patients 	<p>Communication</p> <ul style="list-style-type: none"> • Talking with elderly patients <p>Nursing</p> <ul style="list-style-type: none"> • Giving elderly patients choices • Handling confused patients' behavioral problems
11	Pediatric Patients	<ul style="list-style-type: none"> • Medication Administration • Talking to Parents in the Pediatric Unit • Pain Assessment for Pediatric Patients • Conversation for Medical Procedures 	<p>Nursing</p> <ul style="list-style-type: none"> • Administering medication to pediatric patients • How to assess pain for pediatric patients • Talking to pediatric patients about procedures
12	Transfer and Discharge	<ul style="list-style-type: none"> • Informing a Patient About a Unit Transfer • Giving a Report to the Receiving Unit • Discharge Teaching • Discharging a Diabetic Patient 	<p>Nursing</p> <ul style="list-style-type: none"> • Giving reports for transfers

2

Hospital Life and Adjusting to the Unit

Preview

Look at the pictures. Then, guess what you are going to learn in this unit.



Even nurses have a difficult time adjusting to the hospital when they start working. Now imagine how hard it must be for patients. Therefore, nurses should help patients adjust easily to the unit. **Paying attention to patients' *dietary restrictions** and **explaining procedures** to the patients are especially important.

* **dietary restrictions**: some foods that you cannot eat due to specific reasons

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 1 Asking About Dietary Restrictions

Listen to the conversation. Then, practice with your partner.



- N** Hello, Martha. Do you have any concerns about the food here? Do you have any ¹dietary ²restrictions or allergies?
- P** Yes. I can't eat fish and ³shellfish. I'm ⁴allergic to them.
- N** I see. Just for ⁵clarification, you can't have any seafood. This includes fish and shellfish. Is that correct?
- P** 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.
- P** Sure, I will do that. Thank you.



- 1 dietary** (adj.) relating to the foods that a person eats
- 2 restriction** (n.) a limitation; something that cannot be done
- 3 shellfish** (n.) a small sea animal with a shell around it
- 4 allergic to** (adj.) having an allergy to some food
- 5 clarification** (n.) the act of making sure some information is clear



Culture Tip Dietary Preferences and Restrictions

In North America, there are many patients with various kinds of food preferences and restrictions. This can be due to **religion**, **health issues** such as allergies, and **personal preferences**. Therefore, it is important to ask patients these questions.

- Are you allergic to anything?
- Do you have any food allergies or intolerances?
- Is there anything important about your diet that we should know?



Communication Tip Clarification and Repetition

Clarification is an effective communication technique that nurses can use. Nurses can repeat what a patient says to **check information** and to **understand patients' concerns**.

- Okay. Just to clarify, you don't want any meat in your food, right?

Speaking Exercise

A Match the sentences with the correct responses for clarification.

- | | |
|--|---|
| 1 _____ I can't eat red meat. | a. So you can't have any dairy products. |
| 2 _____ I am lactose intolerant. | b. Just to clarify, you can't have citrus fruits. |
| 3 _____ I'm allergic to peanuts. | c. So you have gluten intolerance. |
| 4 _____ I can't eat any citrus fruits. | d. Just for clarification, you can't have red meat. |
| 5 _____ I have gluten intolerance. | e. So you're allergic to peanuts. |

B Practice the following conversation with your partner.
Use the sentences from Part A for the underlined parts.

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

Imagine you are a patient with one of the three dietary restrictions below.
Tick your choices on the menu. Then, compare them with your partner's choices.

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

LUNCH

Circle your choices. (You can choose more than one for each section.)

The menu must be returned by 12:00 p.m.

Hope Regional Hospital Menu

Main Meal

(choose one)

- ☐ Vegetable Curry
☐ Grilled Salmon
☐ Beef with Vegetables

Soup

- ☐ Cream of Tomato
☐ Cream of Broccoli

Salad

- ☐ Greek Salad
☐ Garden Salad

Condiments

- ☐ Salt
☐ Pepper
☐ Sugar
☐ Sweetener
☐ Cream

Drinks

- ☐ Apple Juice
☐ Orange Juice
☐ Decaf Coffee
☐ Hot Water
☐ 2% Milk
☐ Skim Milk

Dessert

- ☐ Rice Pudding
☐ Lemon Pie
☐ Brownie

* ☐ Check Here for
Gluten-Free

Conversation II Giving Directions

Listen to the conversation. Then, practice with your partner.



- P** 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?
- N** You can turn left and then keep going straight. On the right, you will see a sign for the surgical unit.

N Nurse **P** Patient



Speaking Exercise Practice the conversation again by using the hospital directory below.

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



near



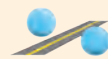
next to / beside



behind



in front of



across from



go straight



turn left



turn right



go toward



go past



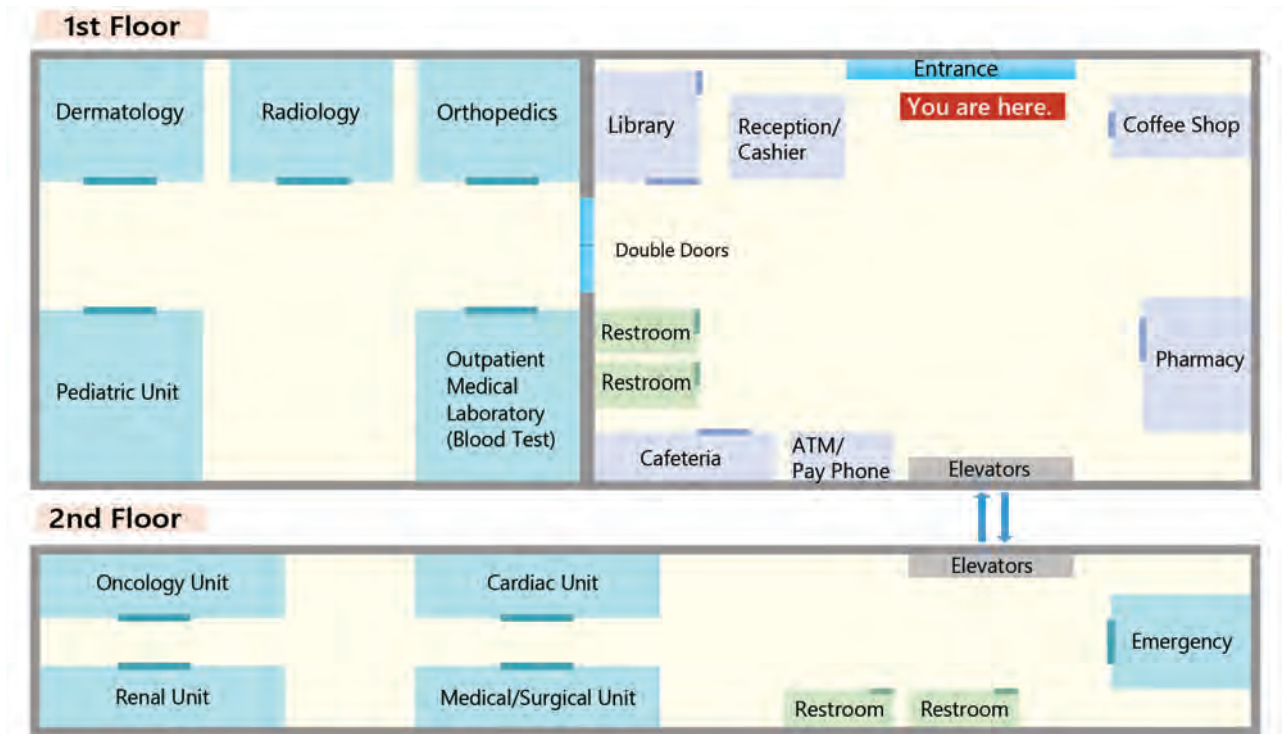
go through

- The cafeteria **is (located) on** the ground floor.
- Go out** the revolving doors. Take/Use the elevator (to get to the second floor).
- Then, **turn right after** the pharmacy.
- The room is **on the right-hand side**.

- Go through** the double doors.
- Go straight** (until you can see the café).
- You will see the clinic **on your left**.
- The cashier is **behind** the cafeteria.

Speaking Exercise

- A** Look at the floor map of a hospital, and complete the conversations below by using the correct phrases in the box. Then, practice with your partner.



go straight
keep
across from

Turn right
right-hand side
beside

the second floor
Go through
take the elevator

- 1 A: Where do I go to get an X-ray?
B: Turn right after the reception area. _____ the double doors and _____ going straight. Radiology will be on your right, _____ the orthopedic unit.
- 2 A: Excuse me. How do I go to the oncology unit?
B: Go straight and take the elevator to _____. _____ and keep going straight. You will see the oncology unit on the right-hand side. It is _____ the renal unit.
- 3 A: How do I go to the coffee shop from the cardiac unit?
B: Go straight and _____ downstairs. Then, _____ until you see the coffee shop on the _____.

- B** Practice asking and giving directions with your partner by using the floor map from Part A.

Conversation III Preparing for Procedures (NPO)

Listen to the conversation. Then, practice with your partner.



- N** Hello, Eric. You will have a CT scan of your ¹abdomen tomorrow. **N** Nurse **P** Patient
¹Starting at ²midnight, you are going to be NPO.
- P** What does NPO mean?
- N** It means "nothing by mouth." You can't have any food or water.
- P** What time is the procedure?
- N** ²The CT is going to be at 8:00 a.m. The ³porter will come and take you there 15 minutes before that.
- P** What about my medication?
- N** ³You can take your medication with small ⁴sips of water. That's okay.
- P** All right. ⁴Can you ⁵remind me about the NPO at midnight?
- N** Sure. The night shift nurse will remind you. She will also take your ⁶water pitcher away.



- 1** **abdomen** (n.) a belly; a stomach
2 **midnight** (n.) twelve o'clock at night
3 **porter** (n.) a person who takes patients to places in a hospital
4 **sip** (v.) a small amount of a drink
5 **remind** (v.) to tell a person something again
6 **water pitcher** (n.) a water container that usually has a spout and a handle

Speaking Exercise Practice the conversation again. Replace the numbered sentences above with the expressions below.

1	2
You'll be fasting for the CT starting at midnight. You'll be NPO after midnight. For the procedure, you need to fast starting at midnight.	The CT will be at 8 o'clock. The procedure will be at 8. You will have the CT at 8 in the morning.
3	4
It's fine to have your medication with small sips of water. You can have small sips of water to take your pills. The doctor said it's fine to take your medication with some water.	Could you remind me before midnight? Could you come and remind me about the NPO at midnight? Can you let me know about the no-eating-and-drinking policy at midnight?

Conversation IV Going Outside the Hospital

Listen to the conversation. Then, practice with your partner.

11

- P** Hello, Sarah. Is it okay if I go to the café near the hospital?
My cousin will go with me.
- N** Yes. If someone is going with you, then it will be fine.
How long do you think you will be gone?
- P** ¹Half an hour.
- N** 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 ³noon medication. Here.
- P** Great. Thank you.
- N** Please ⁴fill out this patient sign-in and sign-out sheet.
When you come back, please ⁵check in with the ⁶nursing station.



- 1 half an hour** (n.) thirty minutes **2 permission** (n.) the act of allowing something
3 noon (n.) twelve o'clock in the day **4 fill out** (phr. v.) to write information on a form
5 check in (phr. v.) to go to a desk and tell a person that you arrived
6 nursing station (n.) an area where healthcare workers take care of paperwork and answer phone calls

Speaking Exercise

Look at the patient sign-in/sign-out sheet below.
Tell your partner when each patient left and returned.

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 (Conversation I)

Role-play with your partner. Then, change roles and do the activity again.

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 (Conversation II)

Role-play with your partner. Then, change roles and do the activity again.

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 19.



Welcome to Hope Hospital

Renal Unit	Second Floor
Emergency	Second Floor
Dermatology	First Floor
Pharmacy	First Floor