



UNIT

01

# PATIENTS & HOSPITAL STAFF

病患與醫護人員



## TOPIC PREVIEW 單元預覽

- ✚ *The kinds of people you find at a hospital.*  
在醫院中會出現的人物
- ✚ *Specialist terms for doctors.*  
各個專科醫師的專門詞彙
- ✚ *Duties performed during a clinical practicum.*  
實習醫護人員在醫院的職務內容

## USEFUL EXPRESSIONS 實用句型 01

- 1** Good morning. How may I help you?  
早安，我可以提供你什麼協助？
- 2** Let me see . . .  
我看看（我想想）……
- 3** A: I'll get them for you.  
B: Thank you.  
A: 我幫你拿。  
B: 謝謝。
- 4** Please wait a moment.  
請等一下。
- 5** My doctor gave me this . . .  
我的醫生給我這個……
- 6** Shortness of breath.  
喘不過氣。
- 7** A: Have you taken this medication before?  
B: Yes, I have. / No, I haven't.  
A: 你以前有服用過這種藥嗎？  
B: 有，我有。／沒有，我不曾。
- 8** Take two tablets three times a day.  
一次服用兩顆錠劑，一天三次。
- 9** Remember to take it . . . / Remember to use it . . .  
記得要服用它……／記得要使用它……
- 10** Have a good day!  
祝你有美好的一天！
- 11** Take care!  
保重！



# I The Patient 病患



## A VOCABULARY 單字 02

<p><b>swollen hand</b> [ˈswolən hænd] 手部腫脹</p> 	<p><b>broken leg</b> [ˈbrɒkən læɡ] 腿部骨折</p> 	<p><b>sore throat</b> [sɔː θrɒt] 喉嚨痛</p> 	<p><b>blindness</b> [ˈblaɪndnɪs] 失明</p> 
<p><b>deafness</b> [ˈdeɪfniːs] 失聰</p> 	<p><b>sickness</b> [ˈsɪkniːs] 疾病</p> 	<p><b>hypochondria</b> [ˌhaɪpəˈkɒndrɪə] 疑病症</p> 	<p><b>health certificate</b> [helθ səˈtɪfəkeɪt] 健康報告</p> 

## B VOCABULARY PRACTICE 字彙練習

Match each term below with its definition. 請將醫療單字與適當的字義配對

- broken leg
hypochondria
swollen hand
sore throat
sickness

- 1 \_\_\_\_\_ An illness or physical problem.
- 2 \_\_\_\_\_ A bone in the leg is fractured or in pieces.
- 3 \_\_\_\_\_ The front of the neck is inflamed, making it painful to swallow.
- 4 \_\_\_\_\_ Worrying that you have an illness when you do not.
- 5 \_\_\_\_\_ An enlarged, inflamed hand.

## READING PRACTICE 閱讀測驗 03

Bob Hopes is 45 years old. He lives with his wife and has one son. He recently moved to Taiwan from England. Before beginning his new job, he needs to get a health certificate, so he will go to I'm Sick Hospital. Unfortunately, Bob has a medical condition known as *hypochondria*. This means he thinks he has many health problems when, in fact, he doesn't.

Bob is worried that something is seriously wrong with him because his hand looked slightly swollen when he woke up. His legs also hurt when he got out of bed, and he is worried that he might have broken them during his travels. He thinks he is going deaf because he has trouble hearing people speak and worries that he is going blind because his vision is not as good as it once was. Overall, he is anxious to get to the hospital so he can talk to the doctor about all of his health concerns.



**Read the passage. Then write T (true) or F (false) next to each statement.** 請閱讀文章，並判斷敘述是正確 T (true) 或錯誤 F (false)

- \_\_\_\_\_ **1** Bob is 40 years old.
- \_\_\_\_\_ **2** Bob lives with his wife and two sons.
- \_\_\_\_\_ **3** Bob is going to I'm Sick Hospital to get his certificate.
- \_\_\_\_\_ **4** Bob has a medical condition known as *hypochondria*.
- \_\_\_\_\_ **5** Bob needs a health certificate to marry his wife.



包柏·霍普斯今年45歲，他和太太同住，育有一子，他最近從英格蘭遷居至台灣。在開始新工作前，他必須先取得健康報告，所以他前往吾病醫院。不幸的是，包柏患有一種稱為「疑病」的病症，意思是他會臆想自己有很多健康毛病，事實上並沒有。

包柏擔心自己身體出了大毛病，因為他早上起床時手有點腫。他下床時雙腿疼痛，他擔心可能是在活動時骨折了。他覺得自己要耳聾了，因為他聽不太到別人講話，他也擔心自己快失明了，因為他的視力不如以往好。總之，他希望能趕快去醫院跟醫生說明自己的健康疑慮。

## II

## Hospital Staff: Nurses 醫療人員：護士

A VOCABULARY 單字 04

**clinical practicum**  
[ˈklɪnɪkəl ˈpræktəkəm]  
臨床實習

**application**  
[ˌæpləˈkeɪʃən]  
申請

**confirm**  
[kənˈfɜːm]  
確認

**acceptance**  
[əkˈseptəns]  
錄取

**training**  
[ˈtreɪnɪŋ]  
訓練

**assign**  
[əˈsaɪn]  
分配；委任

**department**  
[dɪˈpɑːtmənt]  
部門

**receptionist**  
[rɪˈsepʃənɪst]  
接待人員

B READING PRACTICE 閱讀測驗 05

Read the passage and answer the questions that follow. 請閱讀短文並回答問題

Deb Harris is a nurse who just graduated from Byebyesickness College. She is just about to start her clinical practicum with I'm Sick Hospital. She received this letter from the hospital:



Dear Miss Harris,

I am writing to you regarding your application to perform a clinical practicum at I'm Sick Hospital. We would like to confirm your acceptance. Your first day of work will be July 18, 2015.

On your first day of work, please come to the receptionist's office. You will be assigned to a department on the basis of your training. Your daily work hours will

be eight to five, so you need to sign in before eight o'clock on your first day. You will have one hour for lunch each day.

I look forward to meeting you.

Best Regards,

Dr. Who



- \_\_\_\_\_ 1 Where does Deb need to go on her first day of work?  
 a a medical department  b a waiting room  c the receptionist's office
- \_\_\_\_\_ 2 How many hours will she be working every day?  
 a seven hours  b eight hours  c nine hours
- \_\_\_\_\_ 3 What time must she sign in?  
 a before seven o'clock in the morning  
 b before eight o'clock in the morning  
 c before nine o'clock in the morning
- \_\_\_\_\_ 4 Who wrote the letter?  
 a Dr. Who  b a patient  c a nurse
- \_\_\_\_\_ 5 What is the date of Deb's first day of work?  
 a Her first day of work is July 18, 2015.  
 b Her first day of work is July 19, 2015.  
 c Her first day of work is July 20, 2015.

黛比·哈利斯是一位剛從病痛班學院畢業的護士，即將前往吾病醫院展開實習。她收到院方寄來的一封信：

親愛的哈利斯小姐：

我代表吾病醫院寫信，回應您申請進行臨床實習一事。我們想通知您已被本院錄取，您的到職日將是 2015 年 7 月 18 日。

第一天上班時，請您先前往接待人員的辦公室報到。我們會根據您的受訓情況，分配您至合適的科別。您的上班時間為八點至五點，所以您需要在第一天上班時於八點前簽到，您每日有一小時的午休時間。

期待與您見面。

敬祝安康

無名氏醫師





## Hospital Staff: Doctors 醫療人員：醫生



If a doctor treats a wide range of conditions in patients of either sex and any age, we call him a **general practitioner** (GP). If a doctor specializes in a particular type of medicine, we add the suffix **-ist** to his or her specialty. For example, a doctor working in urology is known as a **urologist**.


There are exceptions to this rule, however. For example, a doctor who treats children is called a **pediatrician**, not a pediatricist.

如果醫師診治廣泛的症狀，且其醫病對象不分男女老少，我們稱其為**家醫科醫師**（GP）。如果醫師專攻特定科別，我們會以該醫師專精的科別原文後方加上字根「-ist」。舉例而言，泌尿科（urology）醫師的原文就是 **urologist**。

不過也有例外的情況，例如小兒科醫師的稱謂就是 **pediatrician**，而非 **pediatrist**。



### A VOCABULARY 單字 06



**gynecology**  
[ˌɡaɪnəˈkɒlədʒi]  
婦科

**gynecologist**  
[ˌɡaɪnəˈkɒlədʒɪst]  
婦科醫師



**urology**  
[jʊˈrɒlədʒi]  
泌尿科

**urologist**  
[jʊˈrɒlədʒɪst]  
泌尿科醫師



**neurology**  
[njuˈrɒlədʒi]  
神經科

**neurologist**  
[njuˈrɒlədʒɪst]  
神經科醫師



**nephrology**  
[nɪˈfrɒlədʒi]  
腎臟科

**nephrologist**  
[nɪˈfrɒlədʒɪst]  
腎臟科醫師

 <p><b>orthopedics</b> [ˌɔːθəˈpiːdɪks] 骨科</p>	 <p><b>cardiology</b> [ˌkɑːdiˈɒlədʒɪ] 心臟科</p>	 <p><b>occupational therapy</b> [ˌɒkjəˈpeɪʃən! ˈθerəpi] 職能治療</p>	 <p><b>pediatrics</b> [ˌpiːdiˈætriːks] 小兒科</p>
<p><b>orthopedist</b> [ˌɔːθəˈpiːdɪst] 骨科醫師</p>	<p><b>cardiologist</b> [ˌkɑːdiˈɒlədʒɪst] 心臟科醫師</p>	<p><b>occupational therapist</b> [ˌɒkjəˈpeɪʃən! ˈθerəpɪst] 職能治療師</p>	<p><b>pediatrician</b> [ˌpiːdiəˈtriːʃən] 小兒科醫師</p>
 <p><b>oncology</b> [ɒnˈkɒlədʒɪ] 腫瘤科</p>	 <p><b>dentistry</b> [ˈdentɪstri] 牙科</p>	 <p><b>dermatology</b> [ˌdɜːməˈtɒlədʒɪ] 皮膚科</p>	 <p><b>pharmacy</b> [ˈfɑːməsi] 藥局</p>
<p><b>oncologist</b> [ɒnˈkɒlədʒɪst] 腫瘤科醫師</p>	<p><b>dentist</b> [ˈdentɪst] 牙醫</p>	<p><b>dermatologist</b> [ˌdɜːməˈtɒlədʒɪst] 皮膚科醫師</p>	<p><b>pharmacist</b> [ˈfɑːməsɪst] 藥劑師</p>

**B LISTENING PRACTICE 聽力測驗** 

Listen to the conversations and write down the types of physicians that are mentioned. 請聆聽對話並填入人物所提及的醫師名稱



01



02



03





**DIALOGUE 對話** 08





*Deb is calling about her first day of work.*

 Good morning, Reception. How can I help you?


 My name is Deb Harris. I will be doing my clinical practicum at your hospital. I just want to check a few details. I was told my practicum will be starting on July 18. Is that correct?

 Let me see. Please wait a moment. Yes, that's correct. You will be working in various departments during your time here. You have some training with children, so you may be working in pediatrics.


 Good! I like working with children.


 We also have you down to work in obstetrics because you have some experience with women's health.

 Yes, that's correct. I did spend some time in that department.

 I think we also want you to get some practice treating patients in the Urology Department.

 That's great!

 During busy periods, you may have to assist patients in getting their medication, so you may also have to deal directly with the pharmacists.

 Wow. It looks like I'll be very busy. Thanks for your help.

 Have a good day!



### 黛比致電詢問第一天的工作內容

**櫃檯人員：**早安，這裡是櫃檯服務處，我可以提供您什麼協助嗎？

**黛比：**我叫黛比·哈里斯，我要到貴醫院參加臨床實習。

我想核對一些細節，我被通知在 7 月 18 日開始我的實習，請問這個時間對嗎？

**櫃檯人員：**我幫您看一下，請稍等。對，沒錯。您在這裡的實習期間，會到不同科別工作。由於您曾接受過兒童護理方面的訓練，所以您可能會被分配到小兒科。

**黛比：**太棒了，我喜歡和小孩相處。

**櫃檯人員：**我們也會讓您到產科實習，因為您也曾有婦女保健方面的經驗。

**黛比：**是的，我確實在產科待過一段時間。

**櫃檯人員：**我想我們也會讓您到泌尿科實習一下照護患者的方式。

**黛比：**太好了！

**櫃檯人員：**在尖峰時段時，您可能需要協助患者拿藥，所以您可能需要與藥劑師共事。

**黛比：**哇，看來我會非常忙碌，謝謝您的幫忙。

**櫃檯人員：**祝您有愉快的一天！

## IV Hospital Staff: Pharmacists 醫療人員：藥劑師

### A VOCABULARY 單字

**inhaler**

[ɪnˈheɪlə]

吸入劑



**nasal spray**

[ˈneɪzəl spre]

鼻噴劑



**tablet**

[ˈtæblɪt]

錠劑



**prescription**

[prɪˈskrɪpʃən]

處方箋



**antibiotics**

[ˌæntɪbaɪˈɒtɪks]

抗生素



**syringe**

[ˈsɪrɪndʒ]

注射器



**injection**

[ɪnˈdʒɛkʃən]

注射



**medication**

[ˌmɛdɪˈkeɪʃən]

藥物



**swallow**

[ˈswɒlə]

吞嚥



**tired**

[taɪrd]

疲倦的



**breathe**

[brɪð]

呼吸



**tightness**

[ˈtaɪtnɪs]

緊的



**asthma**

[ˈæzmə]

氣喘



**dizzy**

[ˈdɪzi]

暈眩的



**packet**

[ˈpækɪt]

小包；盒



**blood stream**

[blʌd stri:m]

血管











**B VOCABULARY PRACTICE** 字彙練習

Match the picture with the correct vocabulary words.

請在圖中的空格填入正確的單字

**C DIALOGUE** 對話

-  Good morning. How may I help you?
-  My doctor gave me this prescription.  
(The customer gives the pharmacist the prescription.)
-  Let me take a look at it. So, two packets of antibiotics? I'll get those for you.  
(The customer waits for the pharmacist to return.)
-  Here you go. Have you taken this medication before?
-  No, I haven't.
-  You need to take one tablet, three times a day, after eating. You can't drink alcohol, mind you.
-  One tablet after eating, three times a day. OK. Thank you.
-  You're welcome! Get better soon!

**藥劑師**：早安，我可以提供您什麼協助嗎？

**顧客**：我的醫師給我這份處方箋。  
(顧客將處方箋交給藥劑師)

**藥劑師**：我看一下。好的，兩盒抗生素？  
我幫您拿藥。  
(顧客等候藥劑師回來)

**藥劑師**：這個給您，您有吃過這種藥嗎？

**顧客**：沒有。

**藥劑師**：一次吃一顆，一天三次，飯後服用。  
提醒您，不能喝酒喔。

**顧客**：飯後一顆藥，一天三次。  
好的，謝謝你。

**藥劑師**：不客氣！希望您早日康復！

**D READING PRACTICE 閱讀測驗**

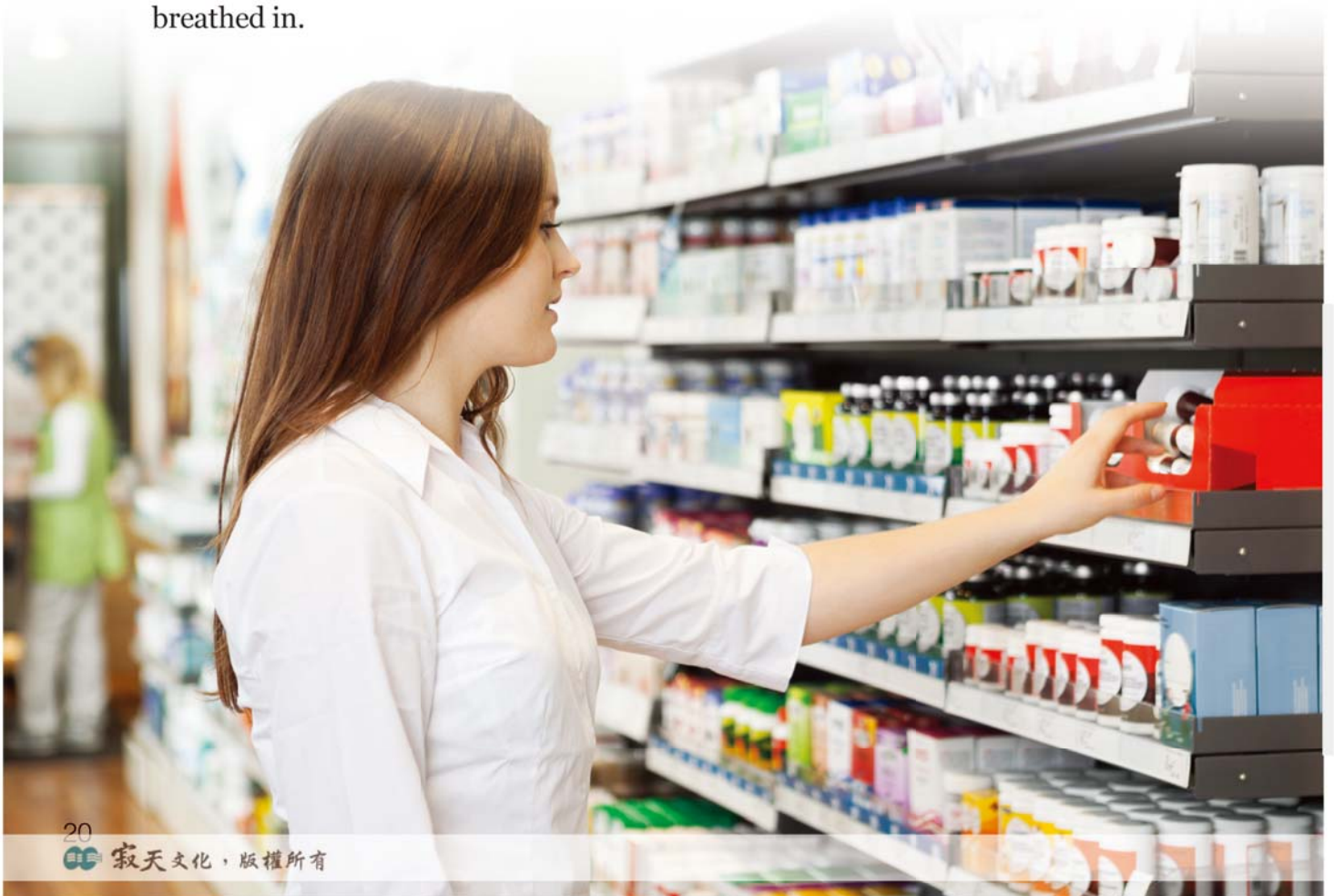
11

The **pharmacy** is an important place in the hospital. Pharmacists sell medications to patients, but they also offer important advice about side effects of medicines and explain when and how the drugs should be taken. When you are given a **prescription** by a doctor, you usually take it to the pharmacy. Without a prescription, you can't buy many medications. A pharmacy is also known as a *drugstore* or *chemist*.

There are many forms of medication. The most common type is **tablets**, which are swallowed by the patient. The shape and size of tablets vary widely. Tablets are also known as *pills*.

Medications are also given as **injections**, or *shots*. Injected medication is typically delivered directly to the blood stream with a **syringe**.

**Nasal sprays** are used to inject medicine directly to the nasal passages. Asthma **inhalers** deliver medicine directly to the mouth, and the medicine is breathed in.



Match the medical words with their definitions. 請將醫療單字與適當的字義配對



inhaler



nasal spray



tablets



prescription



pharmacy



syringe

- 1 \_\_\_\_\_ Medicine delivered directly into the nose.
- 2 \_\_\_\_\_ A place where you buy medicine.
- 3 \_\_\_\_\_ A form needed to buy many medications.
- 4 \_\_\_\_\_ A device used to treat asthma.
- 5 \_\_\_\_\_ A device used to deliver medicine to the blood stream.
- 6 \_\_\_\_\_ Medications that are meant to be swallowed.

藥局是醫院裡的重鎮，藥劑師負責售予藥物給患者，也提供藥物的重要資訊如副作用，並向患者解釋藥物的服用方式和時機。醫師開立處方箋後，你通常會帶著處方箋到藥局。若沒有處方箋，就無法購得許多藥物。藥局的英文別稱又叫做「drugstore」或「chemist」。

藥物的形式眾多，最常見的就是患者可吞服的錠劑，錠劑藥物的形狀與大小各異，亦可稱為藥丸。

另一種形式就是注射，亦可稱為打針。注射式藥物通常會透過注射器直接將藥物輸送至血管。

鼻噴劑可將藥物直接噴往鼻腔，氣喘吸入劑則能將藥物直接送往口腔，以吸氣的方式吸收藥物。

