

Unit 01

Taking Appointments Over the Phone 受理電話預約掛號

Warm-up

下列是醫院從業人員工作時的照片，選出符合該項職業的描述。

1. _____ 2. _____ 3. _____ 4. _____



receptionist



surgeon



radiologist



nurse

- a Specializes in using X-rays, MRIs, and ultrasound.
- b Performs operations on patients.
- c Helps patients make appointments with doctors.
- d Helps people prevent diseases and improve their health.

Vocabulary

選出符合下列描述的詞彙。

- | | | |
|---------------------------------|---|-----------------|
| 1. to make sure about something | • | • a. annual |
| 2. to wait | • | • b. confirm |
| 3. happening once a year | • | • c. reschedule |
| 4. to set for another time | • | • d. checkup |
| 5. a physical examination | • | • e. hold on |

Warm-up Listening

聆聽句子並選出最合適的回答。

Track
- 01 -

- | | | |
|----------|---|--|
| 1. _____ | <input type="radio"/> a I don't feel well. | <input type="radio"/> b Yes, I already saw him. |
| 2. _____ | <input type="radio"/> a Today is Thursday. | <input type="radio"/> b That would be great. |
| 3. _____ | <input type="radio"/> a No, it's not rescheduled. | <input type="radio"/> b No, I need to cancel it. |



Conversation I

Taking Reservations

Track
- 02 -

- Receptionist** Good morning. Central Hospital. ¹How may I help you?
- Patient** Hello. I'd like to make an appointment to see Dr. Min.
- Receptionist** ²What would you like to see him for?
- Patient** I need to have my annual checkup soon. Are there any available times this week?
- Receptionist** Yes, there are. ³What about this Friday at one in the afternoon? Dr. Min can see you then.
- Patient** I'm afraid that's not a good time for me. Do you have anything open on Wednesday morning or Thursday afternoon?
- Receptionist** Hold on a minute while I look . . . Ah, yes. How does Thursday at 2:30 sound?
- Patient** Perfect. I'd like to reserve that time, please. My name is David Murphy. I'm a patient of Dr. Min's.
- Receptionist** Thank you very much, Mr. Murphy. See you on Thursday.



Key Expressions

Track
- 03 -

1 How may I help you? 請問需要幫忙嗎?

本句是詢問患者需不需協助，也常拿來用作電話問候語。

How may I be of service? 我可以為您效勞嗎?

How can I help you today? 今天可以為您做什麼呢?

What can I do for you? 我可以為您做什麼?

2 What would you like to see him for? 是什麼樣的原因您要來看他呢?

Why do you need to see the doctor today? 您今天為什麼要來看醫生呢?

What's the purpose of your visiting today? 您今天就診的原因是?

What brings you here today? 您今天為什麼會來呢?

3 What about this Friday at one in the afternoon? 禮拜五下午一點可以嗎?

可以用「What/How about . . . ?」來表示建議。表時刻、時間點的介系詞要用 **at**。

How about any time after 3 PM next Tuesday or Thursday? 下個禮拜二或四的三點過後可以嗎?

How does next Monday, March 26, sound? 下個禮拜一，也就是3月26號可以嗎?

Would this Thursday at 11 AM work for you? 這個禮拜四上午11點可以嗎?

Useful Phrases

Asking someone to wait on the phone

通話中，請對方等一下

= Hold on a minute.

= Please hold (the line).

= One moment, please.

Basic Drills



A 選出最符合下列句子的回答。

- | | | |
|--|---|---|
| 1. How may I help you? | • | • a. I need to have my annual checkup soon. |
| 2. What about this Friday at one in the afternoon? | • | • b. I'm afraid that's not a good time for me. |
| 3. What would you like to see him for? | • | • c. I'd like to make an appointment to see Dr. Min. |

B 將下列的字詞重新排列成完整的句子。

1. may / I / help / how / you

.....

2. see him / would you / for / what / like to

.....

3. this Friday / at one / about / what / in the afternoon

.....

Buildup Activities



聆聽對話並填空，之後再做下方的選擇題。

Track
- 04 -

- Receptionist Good morning. Central Hospital. How may I be of **a** _____?
- Patient Hello. I want to make **b** _____ to see Dr. Hamilton.
- Receptionist Why do you need to see her?
- Patient I don't **c** _____ these days. Are there any available times today?
- Receptionist Yes, there are. What about today at 11:00 in the morning? Dr. Hamilton has time then.
- Patient I'm sorry, but that's a bad time for me. Do you have anything **d** _____ sometime in the afternoon?
- Receptionist Just a minute while I **e** _____ . . . Ah, yes. How about this afternoon at 4:15?
- Patient That would be great. I'll go there at that time. My name is Roger Martin. I'm one of Dr. Hamilton's **f** _____.
- Receptionist Okay, Mr. Martin. See you later today.

1. Why does the caller want to see the doctor?

- | | |
|---------------------------------|---------------------------------|
| a He feels bad. | b He broke his arm. |
| c He need some medicine. | d He has a heart attack. |

2. What time will the patient see the doctor?

- | | | | |
|--------------------|-------------------|----------------------|----------------------|
| a At 11 AM. | b At noon. | c At 2:30 PM. | d At 4:15 PM. |
|--------------------|-------------------|----------------------|----------------------|



Conversation II

Track
- 05 -

Changing Reservations

- Receptionist** Dr. Kim's office. How may I assist you?
- Patient** Hi. My name is Karen Anderson. I have an appointment with Dr. Kim at 11:45 this morning.
- Receptionist** That's correct, Ms. Anderson. ¹Are you calling to confirm your appointment?
- Patient** Actually, I have to change it. I can't see the doctor because I have to visit a client.
- Receptionist** I understand. ²Would you like to reschedule your appointment?
- Patient** Yes, please. How about tomorrow morning at 10:00?
- Receptionist** ³He has an appointment then, but he doesn't have anything scheduled for 8:30.
- Patient** That's a bit early, but I think I can make it then. Thanks for your assistance.
- Receptionist** You're welcome. Goodbye.



Key Expressions

Track
- 06 -

1 Are you calling to confirm your appointment? 請問您是打來確認您的預約時間的嗎？

- Did you call to confirm your appointment? 請問您是打來要確認您的預約嗎？
- Did you call to change your appointment? 請問您是打來要重新安排您的預約嗎？
- Are you calling to cancel your appointment? 請問您是打來要取消您的預約嗎？

2 Would you like to reschedule your appointment? 您想要重新預約掛號嗎？

- How would you like to reschedule your appointment? 您想要怎麼更改您的預約時間？
- When would you be available to see the doctor? 您什麼時候有空看醫生？
- When would you like to make an appointment with the doctor? 您想要預約什麼時候看醫生？

3 He has an appointment then, but he doesn't have anything scheduled for 8:30.

- 他那個時段有預約了，但他 8 點半的時候有空。
- The doctor is not available this week, but she can see you anytime next Tuesday.
醫生這一週沒有空，但她下禮拜二都有時間。
- The doctor is booked on Wednesday, but he is available on Friday.
醫生禮拜三已經有預約了，但他禮拜五有空。
- This week is a bit tight for the doctor; how does next Monday sound to you?
這個禮拜醫生有點忙，下個禮拜一可以嗎？

Useful Phrases

- You're welcome.**
不客氣。
- It's my pleasure. 我的榮幸。
 - Don't mention it. 不用在意。
 - No problem. 沒問題。

Basic Drills

A 選出最符合下列句子的回答。

- | | | | |
|---|---|---|--|
| 1. Would you like to reschedule your appointment? | • | • | a. That's a bit early, but I think I can make it then. |
| 2. He doesn't have anything scheduled for 8:30. | • | • | b. Actually, I have to change it. |
| 3. Are you calling to confirm your appointment? | • | • | c. Yes, please. |

B 將下列的字詞重新排列成完整的句子。

1. you / calling / to confirm / are / your appointment

.....

2. you / your appointment / like to / reschedule / would

.....

3. but he doesn't have / anything scheduled / he has / then / for 8:30 / an appointment

.....

Buildup Activities

聆聽對話並填空，之後再做下方的選擇題。

Track
- 07 -

- | | |
|--------------|--|
| Receptionist | Dr. Lee's office. How may I help you? |
| Patient | Hello. My name is Amy Butler. I am a _____ to see Dr. Lee at three o'clock this afternoon. |
| Receptionist | That's right, Ms. Butler. Did you want to reconfirm your appointment? |
| Patient | No, in fact, I can't see her today. I have to go b _____ right now. |
| Receptionist | I see. When is a c _____ for you to see the doctor? |
| Patient | How about d _____ morning at 9:00? |
| Receptionist | Dr. Lee won't be here in the morning, but she will be here in the evening.
e _____ 4:45? |
| Patient | That's kind of f _____, but I have time then. Thanks for your help. |
| Receptionist | It's my pleasure. Have a nice day. |

1. Why can't the caller see the doctor today?

- | | |
|---|--|
| a She has a meeting at work. | b She has to leave town. |
| c She has to take care of her son. | d She forgot about the appointment. |

2. When will the caller see the doctor?

- | | |
|----------------------------|------------------------------|
| a This afternoon. | b Tomorrow morning. |
| c Tomorrow evening. | d Tomorrow afternoon. |



Job Simulation I

A 挑選一個最符合情境圖的句子，以完成對話。

I'd like to schedule an appointment with Dr. Min.

How does this Thursday at 2:30 sound to you?

Why do you need to see the doctor?

1

What can I help you with?

2

3

I need to get a vaccination.

That would be perfect.

B 利用下列所提示的狀況，將其一一套入，做對話練習。

Situation	(a)	(b)	(c)
1	How may I help you	get my leg X-rayed	Tuesday morning at 10:00
2	How may I be of service	have a cast removed	tomorrow afternoon at 3:00
3	How can I help you	see the doctor about my cough	this Thursday before noon

Receptionist Good morning. Central Hospital. **a** _____?

Patient Hello. I'd like to make an appointment to see Dr. Min.

Receptionist What would you like to see him for?

Patient I need to **b** _____. Are there any available times this week?

Receptionist Yes, there are. What about **c** _____?

關鍵字彙



orthopedics
骨科



pediatrics
小兒科



cardiology
心臟科



dentistry
牙科



ENT (Ears, Nose,
and Throat)
耳鼻喉科



family medicine
家醫科



Job Simulation II

A 挑選一個最符合情境圖的句子，以完成對話。

He's occupied then, but he's got an open slot at 2:15.

Did you call to confirm your appointment?

Do you want to reschedule your appointment for another day?

1



.....
.....

Actually, I can't make it to my appointment today.



2



.....
.....

Yes, I want to do that right now.



3



Can I see the doctor on Friday at 1:30?

.....
.....



B 利用下列所提示的狀況，將其一一套入，做對話練習。

Situation	(a)	(b)
1	have to go to the airport	see the doctor at another time
2	need to see my dentist at that time	reschedule for later in the week
3	have a job interview	set up an appointment for another day

Receptionist Are you calling to confirm your appointment?
 Patient Actually, I'd like to change it. I can't see the doctor today because I **a**

Receptionist I understand. Would you like to **b**?
 Patient Yes, please.

關鍵字彙



dermatology
皮膚科



psychiatry
精神科



neurology
神經內科



gynecology
婦科



urology
泌尿科



pharmacy
藥局



Reading & Listening

Track
- 08 -

The Origin of Nurses

Doctors ¹ have helped sick and injured patients for thousands of years. They have also had assistants. Those were the first nurses. However, those nurses had very little **formal** training. Most of them belonged to religious **institutions** and were monks or **nuns**. Modern nursing did not begin until the nineteenth century. During that time, war began to change. Because of modern weapons, large numbers of soldiers were **wounded**. These men often had no one to help them get better. Women such as Florence Nightingale and Clara Barton started taking care of those injured soldiers. They were the first modern nurses.

As medical knowledge **improved**, nurses learned as well. They became able to take care of their patients better than ever. That allowed them to nurse their patients back to good health. In fact, that is why they are called nurses: because they nurse, or take care of, their patients and ² help them get better.



Words & Phrases

formal proper; official **institution** an organization **nun** a woman who is a member of a religious community in order to serve God **wounded** injured; hurt **improve** to get better

Basic Grammar

1 現在完成式 have/has + p.p. (過去分詞)

要表現過去的事現在仍在持續中，或過去的事現在仍受它的影響時，就要用現在完成式。

- Many doctors have treated him over the past few months. 很多醫生已經治療他幾個月了。
- As a nurse, Jane has worked at Seattle Hospital for over 10 years. 珍已經在西雅圖醫院當護士服務了超過十年。

2 help + 受詞 + (to) V

動詞 **help** 可以表示「幫受詞做某事」，這時受詞補語的位置可以放不定詞，也可以放原形動詞。

- Would you help me (to) find the pediatric ward? 請問你可以幫我找兒科病房嘛？
- The nurse helped the patient (to) get better. 護士幫助病人恢復健康。



男生也可以當護士

因為大多數護理人員都是女性，所以一提到護士，很多人都以為只有女性能當護士，但事實並非如此，男護士也佔了不少人數。在古代，曾經有全都是男護士的時期。

西元前 250 年，印度設立了最早的護理學校是不收女學生的。到了中世紀男護士的數量更多了，他們同時身兼騎士和護士的責任，一面殺敵作戰，一面治療傷患。直到進入 19 世紀以後，女護士才漸漸多起來。