

Unit 01

Taking Appointments Over the Phone

Warm-up

The following are pictures of hospital staff. Match each description with the correct picture.

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

Match each description with the correct vocabulary word.

- | | | |
|---------------------------------|---|-----------------|
| 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

Listen to the sentences and choose the most likely response.

Track
- 01 -

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



Conversation I

Track
- 02 -

Taking Reservations



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?

How may I be of service?
How can I help you today?
What can I do for you?

2 What would you like to see him for?

Why do you need to see the doctor today?
What's the purpose of your visiting today?
What brings you here today?

3 What about this Friday at one in the afternoon?

How about any time after 3 PM next Tuesday or Thursday?
How does next Monday, March 26, sound?
Would this Thursday at 11 AM work for you?



orthopedics



pediatrics



cardiology



dentistry

Useful Phrases

Asking someone to wait on the phone

- = Hold on a minute.
- = Please hold (the line).
- = One moment, please.



ENT (Ears, Nose, and Throat)



family medicine

Basic Drills

A Match each question with the most likely response.

- | | | |
|--|---|--|
| 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 Put the following phrases in the correct order.

- may / I / help / how / you
.....
- see him / would you / for / what / like to
.....
- this Friday / at one / about / what / in the afternoon
.....

Buildup Activities

Track
- 04 -

Listen to the dialogue and complete the sentences. Then choose the correct answers to the following questions.

- 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?

- Did you call to confirm your appointment?
- Did you call to change your appointment?
- Are you calling to cancel your appointment?



gynecology



urology

2 Would you like to reschedule your appointment?

- How would you like to reschedule your appointment?
- When would you be available to see the doctor?
- When would you like to make an appointment with the doctor?



neurology

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

- The doctor is not available this week, but she can see you anytime next Tuesday.
- The doctor is booked on Wednesday, but he is available on Friday.
- This week is a bit tight for the doctor; how does next Monday sound to you?

Useful Phrases

You're welcome.

- = It's my pleasure.
- = Don't mention it.
- = No problem.



dermatology



psychiatry



pharmacy

Basic Drills

A Match each question with the most likely response.

- | | | | |
|---|---|---|--|
| 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 Put the following phrases in the correct order.

- you / calling / to confirm / are / your appointment
.....
- you / your appointment / like to / reschedule / would
.....
- but he doesn't have / anything scheduled / he has / then / for 8:30 / an appointment
.....

Buildup Activities

Track
- 07 -

Listen to the dialogue and complete the sentences. Then choose the correct answers to the following questions.

- | | |
|--------------|--|
| 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 Choose the correct sentence to complete the dialogue.

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 Look at the situation below. Decide what you want to say, and role-play it with your partner.

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** _____?



Job Simulation II

A Choose the correct sentence to complete the dialogue.

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 Look at the situation below. Decide what you want to say, and role-play it with your partner.

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.



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 have/has + p.p. (past participle)

The present perfect tense is used to state an action that happened at an unspecified time in the past. The exact time is not important.

- Many doctors have treated him over the past few months.
- As a nurse, Jane has worked at Seattle Hospital for over 10 years.

2 help + O + (to) VR

help + O (Object) + OC (Object Complement)

The meaning of this word is *to make it possible or easier* to do something.

- Would you help me (to) find the pediatric ward?
- The nurse helped the patient (to) get better.



Men Can Be Nurses, Too

Since the majority of nurses are women, there is a common perception that only women can be nurses. However, in fact, there are plenty of male nurses. Once upon a time, there weren't any female nurses at all.

In 250 BC, India established the first nursing school, which forbade girls to enroll. During the medieval period, knights had the role of nurses, too, by taking care of patients. Since the 19th century, more and more women have become nurses.