

Unit 1 Patients & Hospital Staff



Think about it

Discuss the following questions with your classmates.

- ✓ What kind of people can you find at a hospital?
- ✓ Do you know any specialist terms for doctors?
- ✓ If you are on a clinical practicum, what duties would you have to perform?



The Patient



A Listen for Main Ideas

Listen to the first part of the introduction to Bob.

Write T (true) or F (false).

- _____ 1. Bob is 40 years old.
- _____ 2. Bob lives with his wife and two sons.
- _____ 3. The name of the hospital is called "I'm Sick Hospital."
- _____ 4. Bob has a medical condition called "Hypochondria."
- _____ 5. Bob needs a health certificate to marry his wife.



B Listen for Details

Listen to the second part of the introduction and write down four health problems that Bob thinks he has.

1

2

3

4

C Vocabulary

Match the medical words in the box with their definitions.



broken leg



hypochondria



swollen hand



sore throat



sickness

- | | |
|---|---|
| A | When someone has an illness or physical problem. |
| B | A bone in your leg is broken. |
| C | Your esophagus becomes inflamed. |
| D | An illness that makes you think you have a problem when you don't have one. |
| E | When your hand is inflamed. |

Hospital Staff: Nurses

A Read for Understanding

Read the passage and answer the questions below.

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 receives a letter from the hospital:

Dear Miss Harris,

I am writing to you with regards to your application for your clinical practicum at I'm Sick Hospital. We would like to confirm your acceptance. Your first day of work will be the 18th of July, 2015.

On your first day of work, please come to the receptionist office. Your hours of work will be eight to five, which means you need to sign in before eight. On your first day, you will be assigned to departments according to your training.

I look forward to meeting you.

Best Regards,

Dr. Who



1. Where does Deb need to go on her first day of work?
2. How many hours does she need to work every day?
3. What time must she sign in?
4. Who wrote the letter?
5. What is the date of her first day of work?

Hospital Staff: Doctors



If a doctor practices medicine of a more general nature, we call him a **general practitioner** (GP). If the doctor specializes in a particular type of medicine, we add a suffix **-ist**. For example, a doctor working in urology is known as an **urologist**.

There are exceptions to this rule, however. For example, in pediatrics, the doctor would be called a **pediatrician**, not a pediatricist.

A Vocabulary

Use the information above and write the name of the doctor below their departments. The first one has been done for you.

01 gynecology gynecologist	02 urology 	03 neurology 	04 nephrology 	05 occupational therapy
06 orthopedics 	07 cardiology 	08 pediatrics 	09 oncology 	10 pharmacy



B Listen for Details

Listen to the conversations and write down the name of the physicians you hear.

1

2

3





C Listening Comprehension



Receptionist



Deb

Deb is calling about her first day of work. Listen to the dialogue and fill in the blanks.



Good morning, ¹ _____. How may I help you?



My name is Deb Harris, I will be joining your hospital for my clinical practicum. I just want to check a few details: I am due to start my clinical practicum on July 18th. Is it correct?



I'll just see. Please wait a moment. Yes, that's correct. You will be working in various departments during your time here. You have had some training with children, so you may be working in ² _____.



Good, I like working with children.



We also have you down to spend some time in ³ _____, as you have had some time working in ⁴ _____ 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 ⁵ _____ department.



OK, no problem.



During busy periods, you may have to assist patients in getting their ⁶ _____, so you may have to deal directly with a ⁷ _____.



Wow, it seems like I'll be very busy. Thanks for your help.



Have a good day!

D Now, practice the dialogue with a friend.

Hospital Staff: Pharmacists



A Listen for Instructions

Listen to the dialogue and answer the questions.

1. What medication does the patient need? _____
2. How many times does the patient need to take the medication? _____
3. What do you think is wrong with the patient? _____

B Read for Information

Read the passage and match the vocabulary to its description.

The **pharmacy** is an important place in the hospital. It controls the use and sale of medicine to patients. When you are given a **prescription** by the doctor, you take it to the pharmacy where they will sell you the medication. Without a prescription you can't buy medication. A pharmacy is also known as a drugstore or chemists.

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

Another form is **injections**, also known as shots. Usually, these are used to deliver medicine directly to the blood stream by **syringes**.

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



A inhaler

B nasal spray

C tablets

D prescription

E pharmacy

F syringe

1 This is used to deliver medicine to the nose.

2 This is a place where you buy medicine.

3 You need this to buy medicine.

4 This is used to treat asthma.

5 This is used to deliver medicine to blood.

6 You swallow this medication.

C Identification

Identify the picture with vocabulary words you learned in the reading.

01



02



03



04



D Role-Play

One person plays the customer and the other plays the pharmacist. After role-playing, exchange roles. Use the keywords and phrases to act out the role-play.



Keywords

inhaler
breathe

medication
tightness

prescription
asthma

tired
dizzy

Useful Expressions

- | | |
|--|--------------------------------|
| • Good morning, how may I help you? | • Shortness of breath. |
| • Let me see, an/a . . . I'll just get them for you. | • My doctor gave me this . . . |
| • Have you taken this medication before? | • Yes/No, I have/haven't. |
| • Take/Use . . . , . . . times a day. | • Thank You. |
| • Remember to take/use it . . . | • Have a good day! |