

## It's my job

- 1 Work in pairs. Discuss the question.
  - What are the main responsibilities of a hospital receptionist?
- 2 Read about Carmen and answer the questions.
  - 1 What qualities does Carmen need in her job?
  - 2 How do medical staff cause Carmen problems?
  - 3 What does she know about medicine?

### Carmen Dornan

I'm a hospital receptionist. If you need to find somebody, or if you need to know anything about the hospital – ask me. If you want new paper towels, or you need to speak to a surgeon – ask me.

I often meet people when they are frightened, angry, or drunk, so it's important to be diplomatic and strong. I often need to reassure people, so it's important to be calm.

My normal work is to greet and assist patients when they arrive, make appointments for patients, record patients' information, and organize and file patient records. I also keep the accounts. You need to be very organized to do this job.

Of course, I have to operate a computer, a fax machine, and other office equipment, but I also have to know first aid, and understand medical terminology and abbreviations. My biggest problems are with the handwriting of medical staff. It wastes a lot of time when I don't understand reports and forms because of handwriting or abbreviations.

I believe that without me and the other receptionists the whole hospital would come to a stop.



## Vocabulary

### Patient record

- 1 Which *Scrub up* patient is recorded on this form?

#### PATIENT RECORD

What's your...

Surname	Grady	First name	Jim
DOB	2.3.50	Gender	M <input checked="" type="checkbox"/> F <input type="checkbox"/> male female
Occupation	retired		
Marital status	widowed / widow / single / married		
Next of kin	son / daughter / brother / sister / parents		
Contact no.	07765 432178		
Smoking intake	n/a	do you smoke? how much?	
Alcohol intake	30 units per week	how much alcohol do you have per day?	
Reason for admission	snake bite		
Medical history	low / high blood pressure	do you have any relevant medical background?	
Allergies	do you have any allergies?	none	are you allergic to...
GP	who is your general practitioner / médico de cabecera	Dr Parkinson, Central Surgery	

- 2 Find words and abbreviations in the patient record with these meanings.

- |  |                        |
|--|------------------------|
| 1 job  | <u>occupation</u>      |
| 2 bad reactions, for example to certain medications      | <u>allergies</u>       |
| 3 family doctor  | <u>GP</u>              |
| 4 closest relative                                       | <u>next of kin</u>     |
| 5 the amount of something you eat, drink, etc. regularly | <u>intake</u>          |
| 6 date of birth  | <u>DOB</u>             |
| 7 male / female  | <u>M F</u>             |
| 8 past illnesses and injuries                            | <u>medical history</u> |
| 9 married / single / divorced / widowed                  | <u>marital status</u>  |
| 10 not applicable (= not a question for this patient)    | <u>n/a</u>             |
| 11 in each (day, week, etc.)                             | <u>per</u>             |
| 12 number  | <u>no.</u>             |

the alphabet:

/ei/	/i/	/e/	/ai/	/ou/	/iu/	/a/
a -h		n - s	y	o	u q	r
j - k	b - c - d - e - g	f - l - m			w	
	z p - t v	z x	i			



## Listening

### A patient record form

- 1 Listen to the nurse get personal details from a patient. As you listen, complete the form.

#### PATIENT RECORD

Surname ..... Hussein  
 First name ..... Mustafa  
 Gender ..... M ~~xx~~  
 DOB ..... 1st of september the 9th 1982  
 Place of birth .....  
 Occupation ..... painter  
 Marital status ..... single  
 Next of kin ..... brother Usofi  
 Contact no. .... 07709401229  
 Smoking intake ..... 20 cigarettes  
 Alcohol intake ..... no  
 Reason for admission ..... concussion  
 Family history  
☐ mental illness ☐ tuberculosis  
☐ diabetes ☐ HIV/AIDS

where were you born?

can you spell that for me?



- 2 Listen again and complete these questions that the nurse asks.

- 1 What \_\_\_\_\_ you?
- 2 \_\_\_\_\_ date of birth?
- 3 \_\_\_\_\_ you born?

- 4 \_\_\_\_\_ married?
- 5 \_\_\_\_\_ smoke?
- 6 \_\_\_\_\_ do you smoke a \_\_\_\_\_?
- 7 \_\_\_\_\_ allergic to \_\_\_\_\_?
- 8 Do any of your \_\_\_\_\_ family \_\_\_\_\_ from any of the following ...?

## Speaking

- 1 Student As work together in pairs. Student Bs work together in pairs. You are going to play the role of a patient admitted to hospital. Invent the following details.
  - full name
  - date and place of birth
  - allergies
  - smoking and alcohol intake
  - occupation
  - marital status
  - next of kin
  - reason for admission
  - family history
  - medical history
- 2 Student A – you are the nurse. Ask Student B, the patient, questions to complete the patient record below.
- 3 Now change roles.

#### PATIENT RECORD

Surname .....  
 First name .....  
 Gender ..... M F  
 DOB .....  
 Place of birth .....  
 Occupation .....  
 Marital status .....  
 Next of kin .....  
 Contact no. ....  
 Smoking intake .....  
 Alcohol intake .....  
 Reason for admission .....  
 Medical history .....  
 Family history .....

# Unit 3

## Scrub up

- 1 I was at a party, and one of my friends gave me a little white tablet. I'd had a few drinks and I was feeling good, and I took it, even though I didn't know what it was. It made me feel, like, really weird. I could see and hear really strange things, and it scared me. I still don't feel normal today, and I'm very worried.
- 2 It's not due until next month, but when I was washing up this morning there was a little blood. It worried me. Then I got these pains.
- 3 I was working high up on a ladder. My foot slipped and I fell. I hit my head but there's no blood and I don't feel too bad.
- 4 I was walking by the river, and I think I stepped on it and it bit me. I don't know what type it was but it was long and silver with a black head.
- 5 I was looking in the mirror and I saw this big spot on my face. I checked it on the Internet and I'm sure I've got cancer. Do you think I'm going to die?

party = group of people  
tablet = pill

have = consumir

floor : piso /flor/

flood : /flad/

When when is the baby due?

two / too

ladder: escalera  
stairs

sleep - slept

too good

fall - fell

mirror: espejo

/chektit on

## Listening – A patient record form

M=Mustapha, N=nurse

1

N Mustapha, isn't it?

M Yes, that's right.

N So, what happened to you?

M I was working on a ladder. It was raining and I slipped and fell.

N Did you hit your head?

M Yes. I saw stars and felt sick at first. But now it's OK.

N I see. You may have concussion.

First, I'll take down your details and fill in this form. So, what's your surname?

M It's Hussein.

N Can you spell that for me?

M H-U-double S-E-I-N.

N What's your occupation?

M I'm a painter.

N Right. What's your date of birth?

M First of the ninth, eighty-two.

N One, nine, eighty-two ... and where were you born?

M Karachi, Pakistan.



**N** What's your marital status?

**M** Sorry?

**N** Are you married?

**M** No, I'm single.

**N** And do you have a contact telephone number for your next of kin?

**M** 07709-401229 – it's my brother, Yusuf.

**N** Do you smoke?

**M** Yes.

**N** How many do you smoke a day?

**M** Twenty a day.

**N** Uh huh. Do you drink?

**M** No.

**N** Right. Are you allergic to anything?

**M** No.

**N** Now, family history. Do any of your

close family suffer from any of the following – mental illness?

**M** No.

**N** Diabetes?

**M** My mother's parents are both diabetic.

**N** Maternal grandparents ... diabetes. Tuberculosis?

**M** No.

**N** HIV / AIDS?

**M** No.