

1

Patient admissions

- talk about hospital jobs and personnel
- talk about hospital departments and facilities
- handle admissions
- check in a patient



Hospital jobs and personnel

Vocabulary 1 Look at the picture and match the job titles a–i with the hospital personnel 1–9.

- | | | |
|---|--|--|
| a) <input type="checkbox"/> charge nurse / sister | d) <input type="checkbox"/> paramedic | g) <input type="checkbox"/> surgeon |
| b) <input type="checkbox"/> cleaner | e) <input type="checkbox"/> porter | h) <input type="checkbox"/> triage nurse |
| c) <input type="checkbox"/> consultant | f) <input type="checkbox"/> receptionist | i) <input type="checkbox"/> scrub nurse |

2 Read and choose the best description 1–9 for each job in 1.

- 1 I'm responsible for keeping the patient rooms clean.
- 2 I give emergency treatment to accident victims and then transport them to hospital by ambulance.
- 3 I deal with patient details and check their hospital records.
- 4 I am a senior doctor and I specialise in a certain area of medicine.
- 5 I'm responsible for making sure the most urgent cases are treated by the doctor as quickly as possible.
- 6 I look after patients during surgery and after their operations.
- 7 I assist the medical staff by transporting patients from one department to another.
- 8 I am responsible for running a ward. I deal with budgets and with employing staff.
- 9 I carry out operations on patients. I usually specialise in a particular type of surgery.

Language

Present simple v present continuous

We use the **present simple** to talk about routines and things that are permanent or happen all the time.

She **works** on the children's ward.

Auxiliaries **don't administer** medication.

We use the **present continuous** to talk about things that take place at the time of speaking and are not permanent.

I **'m studying** for my nursing diploma.

We **aren't running** the clinic at the moment.


Reading 3 Read the interview with a practice nurse and underline the correct verb forms.

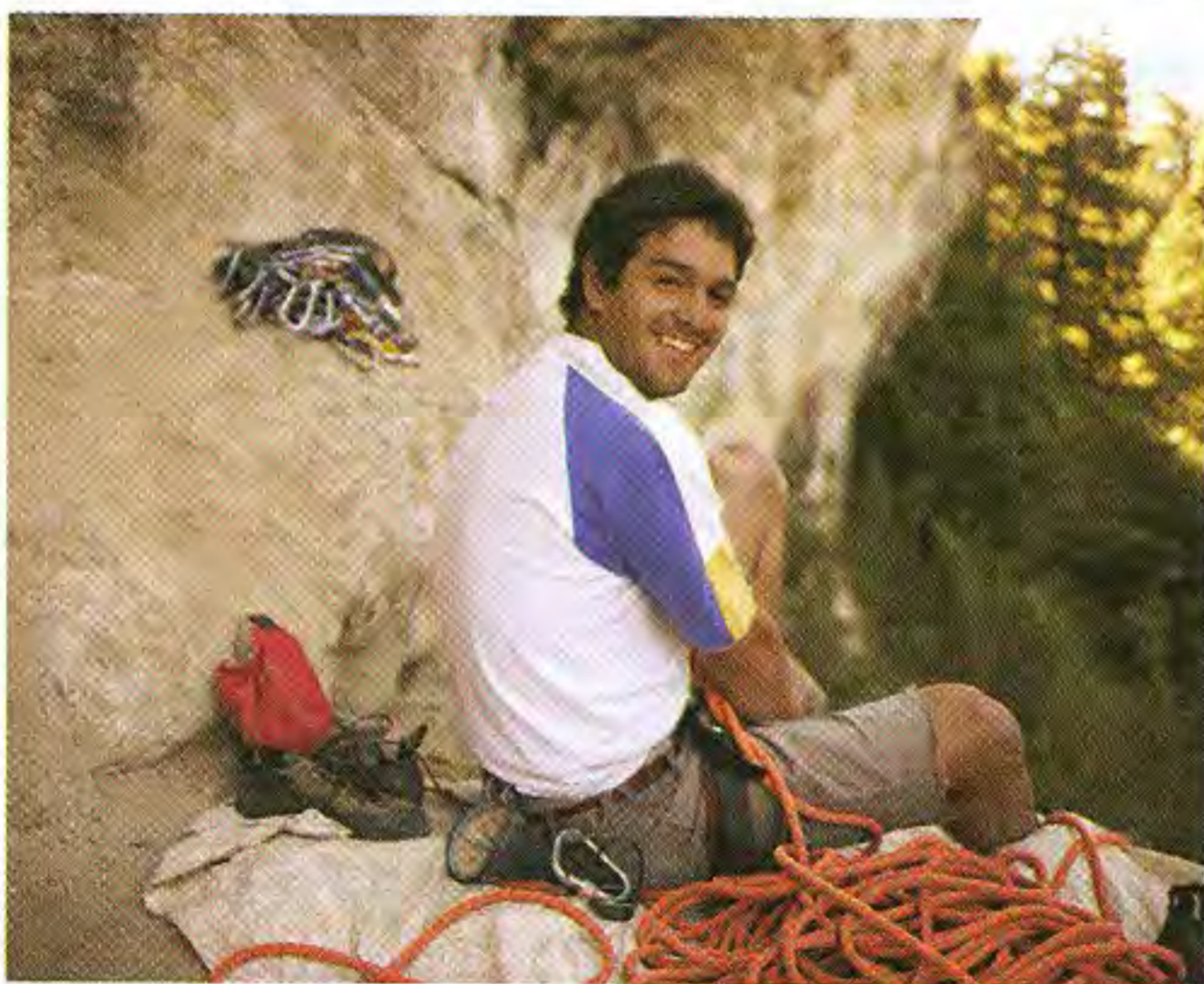


Reena Chaudry: *practice nurse*

AGE: 33 years old HOME: Hyderabad, India

'I ¹*work* / *'m working* as a practice nurse in a big doctor's surgery. This is my first job since graduation. I ²*like* / *'m liking* the fact that every day is different. Practice nurses ³*carry out* / *are carrying out* a lot of routine procedures; they ⁴*change* / *are changing* dressings and ⁵*treat* / *are treating* wounds, etc. I ⁶*am* / *am being* also responsible for giving health checks and advising patients; I ⁷*give* / *'m giving* them advice on healthy eating, for example and on health conditions such as asthma or diabetes. At the moment, with a colleague, we ⁸*run* / *are running* a clinic for patients with diabetes. It's very interesting. and I ⁹*learn* / *'m learning* a lot about how to deal with this condition. Like most nurses, I ¹⁰*don't have* / *'m not having* a lot of free time, but I ¹¹*like going* / *'m liking going* to the cinema when I can. I also ¹²*play* / *'m playing* the sitar in a classical music group.'

Listening 4  02 You're going to hear an interview with Carlos da Silva. Listen and answer this question.



Carlos da Silva: *agency nurse*

AGE: 35 years old HOME: Auckland, New Zealand

What area of nursing does he specialise in?

- a) renal care
- b) paediatrics
- c) emergency medicine

5 Listen again. Copy and complete the sentences about Carlos.

- | | |
|--------------------------------------|---|
| 1 He specialises in ... | 5 This week, he's ... |
| 2 At the moment, he's working in ... | 6 In his job, he likes / doesn't like ... |
| 3 He's looking after ... | 7 In the future, he hopes to ... |
| 4 Every day, he ... | 8 In his free time ... |

Speaking 6 Work in pairs. Take turns to choose one of the sentences in 5 and ask your partner questions. Then introduce your partner to the class.

Hospital departments and facilities

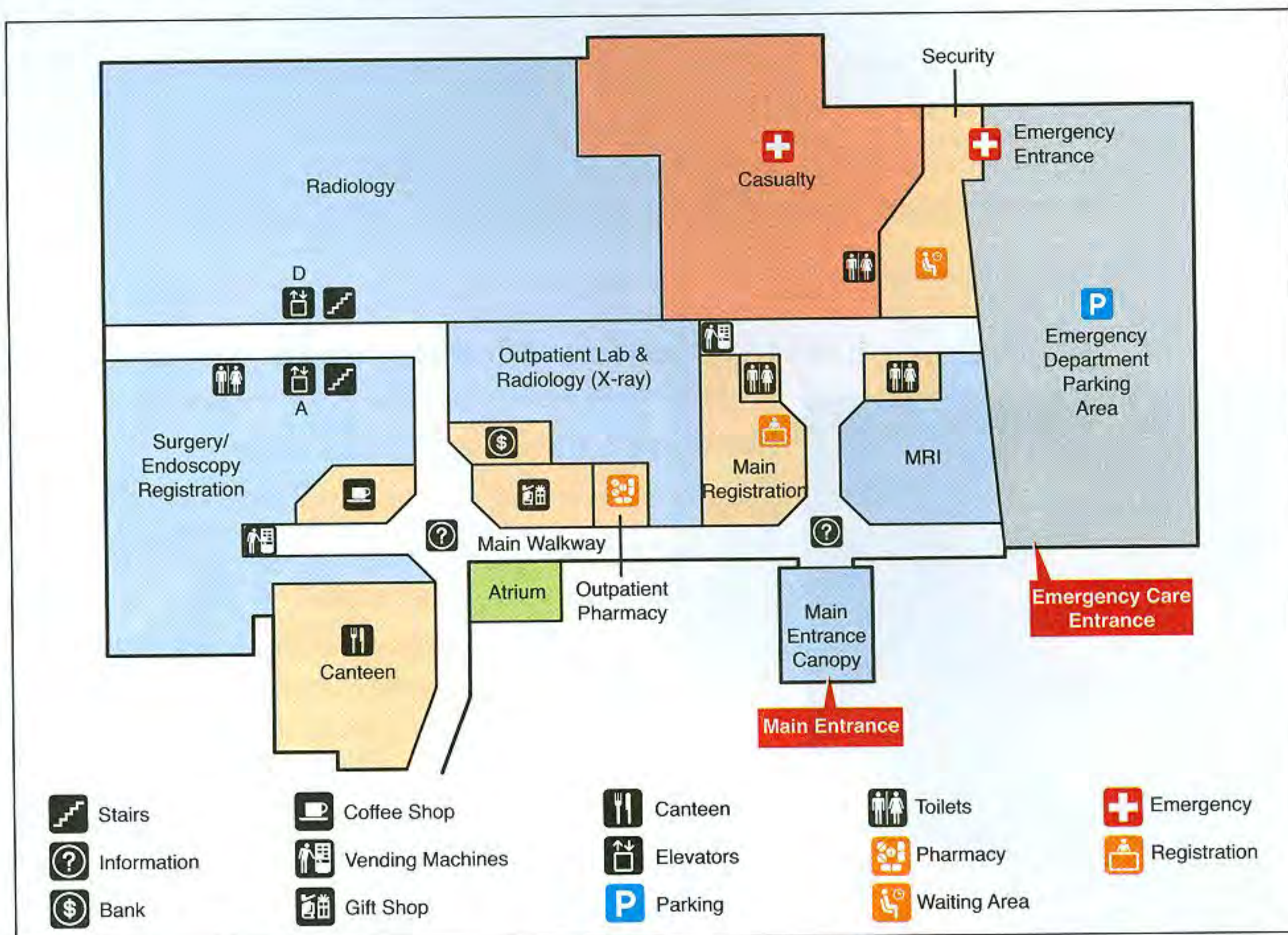
4th – 8th Floors:
Patient Rooms
 4th fl Rooms: 1–50
 5th fl Rooms: 51–100
 6th fl Rooms: 101–150
 7th fl Rooms: 151–200
 8th fl Rooms: 201–250

3rd Floor: Cardiology
 Orthopaedics
 Pathology

2nd Floor: Dermatology
 Neurology
 Geriatrics

1st Floor: Paediatrics
 Maternity Unit
 Renal Unit

Ground Floor:
 Surgery
 Casualty
 Radiology



Vocabulary 1 Use the words in the box to complete the definitions of these hospital departments.

babies children elderly emergency cases exercises heart kidney nervous system operations skin disorders test results X-rays

- Casualty** is the place where they treat _____.
- Surgery** is where surgeons carry out _____.
- Medical staff in the **Renal** Unit specialise in _____ diseases.
- The **Dermatology** Department is where they deal with _____.
- Specialists in **Geriatrics** treat problems related to the _____.
- Pathology** is where they analyse patient _____.
- Midwives deliver _____ in the **Maternity** Unit.
- Paediatrics** is where they treat _____.
- Patients with _____ disease visit **Cardiology**.
- The **Radiology** Department is where they take _____.
- Disorders of the _____ are treated in the **Neurology** Department.
- In the **Physiotherapy** Department, patients learn special _____ to help them recover.

Pronunciation 2 03 Put the words in bold from 1 into the correct box according to their stress pattern. Then listen and check your answers. Listen again and repeat.

••	•••	••••	•••••	••••••
	<i>Surgery</i>		<i>Dermatology</i>	

Speaking 3 Work in pairs. Take turns to ask and answer questions about the location of other places in the hospital. Use questions like these.

Excuse me; I'm looking for the ...

Sorry, where is / are the ...?

Do you know where the ... is / are?

Vocabulary 4 A Senior Staff Nurse is explaining the layout of the hospital. Choose the correct prepositions in italics to complete the explanations 1–6.

- 1 The Dermatology Department is *between / at* the Neurology Department *at / and / in* Geriatrics.
- 2 Room 246 is *at / in / on* the eighth floor, just *on in front of / the left of* the lift.
- 3 You can find the Renal Unit *at / in / on* the first floor, *opposite / at* Paediatrics.
- 4 Your wife is *at / in / on* the Maternity Unit *at / in / on* the end of the corridor.
- 5 The Geriatrics Department is *next to / between* the Dermatology Department *at / in / on* the second floor.
- 6 I think that Mrs Nguyen is sitting over there, *between / in front of* the vending machine.

5 Match the symbols a–i with the facilities 1–9.



- | | | |
|---------------------|----------------|-------------|
| 1 canteen | 4 pharmacy | 7 cashpoint |
| 2 registration desk | 5 waiting area | 8 toilets |
| 3 vending machine | 6 coffee shop | 9 gift shop |

Listening 6 04 You are going to hear people giving directions to different hospital facilities. Listen and complete the instructions.

1
 Visitor: Excuse me; I'm looking for the canteen. Can you help me?
 Nurse: Yes of course. Go _____ and it's in _____ you, _____ the _____ of the corridor.

2
 Visitor: Excuse me, do you know where the Maternity Unit is?
 Nurse: It's on the _____ floor. Turn _____ here, go straight on, and when you get to the information desk, _____ right. At the end _____ the corridor, _____ again and take elevator A. The Maternity Unit is the first door on the left.

3
 Visitor: Hello. Do you know if there's a shop in the building? We want to buy some magazines.
 Nurse: Sure. Just _____ here and _____ down the corridor, there's a gift shop _____ the pharmacy. You can buy magazines there, I think.

7 05 Look at the hospital plan on page 6. Listen to the directions from this nurse and follow the plan with your finger. Then circle the correct answer.

- 1 The visitor is looking for the *coffee shop / main entrance / canteen*.
- 2 The visitor is on the *1st / 3rd / 4th* floor.

8 Look at audio script 5 on page 70 and check your answers.

Admissions

Reading 1 Read the extract from a patient information leaflet from the Central Hospital in Phoenix, Arizona in the USA. What is the average waiting time ...

- 1 for a patient in ER in Central Hospital?
- 2 for a patient in ER in the State of Arizona?

Central Hospital

What to Expect

Highly skilled and experienced emergency medical staff are on hand 24 hours a day, seven days a week to provide essential emergency care at the Central Hospital Emergency Room (ER).

The Triage Process

At the ER, we treat patients whose lives are in danger first. A special nurse 'sorts' the other patients and puts them in order according to how bad their symptoms are. This is called triage.

When you arrive, this is usually what happens:

You check in at the ¹ _____.

You give your name, address and ² _____, etc.

You wait in a ³ _____.

A ⁴ _____ carries out some basic tests (pulse, heart rate, etc.)

He / She asks you some questions and makes an initial ⁵ _____ of your condition.

He / She decides the ⁶ _____ of care of all the patients in his / her charge.

The doctor visits you in the ⁷ _____ as soon as he / she is available.

The Order of Care

We treat patients in order of priority:

Emergency (life-threatening) conditions, e.g. ⁸ _____.

Urgent problems, e.g. ⁹ _____.

Non-urgent problems, e.g. ¹⁰ _____.

Waiting Times in ER

If your condition is not serious, you may have to wait before seeing a doctor in ER. However, our policy is to give quality care as soon as possible to all our patients. That is why at Central Hospital patients typically spend two hours less waiting in ER than the state average of 4.5 hours.

2 Read the leaflet again. Complete the gaps 1–7 in the 'When you arrive' section with the words in the box.

assessment cubicle (x2) date of birth priority reception desk triage nurse

3 Look at these medical problems a–c. Which are the most serious? Match them to gaps 8–10 in the 'Order of care' section. Compare your answers with a partner.

- a) problems with breathing, a broken bone
- b) earache, sore throat
- c) heart attack, stopped breathing.



Listening 4 06 Listen to a triage nurse talking to four new patients. Decide which patient a–d above is speaking.

Patient 1 _____ Patient 3 _____
 Patient 2 _____ Patient 4 _____

5 Listen again and complete the sentences with the words in the box.

baby bleeding eye hurts leg worried

- 1 He has problems with his left _____.
- 2 Her head is _____ a lot.
- 3 My head _____.
- 4 I'm _____ about the _____.
- 5 My _____ hurts.

6 Work in pairs. Put the patients in order of priority to see the doctor. Compare your ideas with another pair.

7 Match the sentence halves to make six requests.

1 Could you take a seat in	a) lie back and try to relax.
2 Could you fill in	b) your head?
3 Could you	c) a few questions, please?
4 Could you tell me	d) this form, please?
5 Could you show me	e) the waiting room, please?
6 Could I just ask you	f) what happened?

8 Listen again to the dialogue and choose one of the requests from 7 for each patient a–d. Compare your ideas with a partner.

Pronunciation 9 07 Can you pronounce the letters of the alphabet in English? Complete the groups with letters that have the same sound. Listen and check your answers.

B	C	D	—	—	—	—	—	—
A	—	J	—	Q	U	—	I	—

F	L	—	—	—	—	—
		O		R		

10 Write down the names of four people you know. Work in pairs. Take turns to spell the names to each other.

Checking in a patient

Vocabulary



Patient Details

Title: First name(s): Surname:

Gender: M F Marital status:

DOB: Country of origin:

Occupation:

Address: *53 Coalport Ave, Tipton, Birmingham B32 9AH*

Tel: (home) (work) *020 832 9400* (mobile) *0779 003 5491*

GP: *Dr Alice White* Tel: *020 612 1398*

Next of kin: Relationship to patient: *husband*

Tel: (home) *020 831 9476* (mobile)

Smoking intake: *n/a* Allergies:

Reason for admission: *7 months pregnant, possible ...*

1 Find the words in the admissions form with these meanings.

- 1 family name _____
- 2 job _____
- 3 Mr / Mrs / Ms / Dr _____
- 4 family doctor _____
- 5 the name the patient wants the medical staff to use _____
- 6 closest relative _____
- 7 country where patient was born _____
- 8 male or female _____
- 9 married / single / divorced / widowed _____
- 10 why the patient is visiting hospital _____
- 11 date of birth _____
- 12 the amount of something you drink / eat, etc. regularly _____
- 13 a bad reaction to, for example, food or medicine _____

Listening 2 **08** You are going to hear the nurse interview a patient from 4 on page 9. Listen. Which patient is she talking to? Listen again and fill in the admissions form for the patient.

3 Listen again and complete the nurse's questions.

- 1 Can you give me your full _____ please?
- 2 Can you _____ that, please?
- 3 What would you like us to _____ you?
- 4 What is your _____ of _____ ?
- 5 What is your _____ ?
- 6 Do you have any _____ ?

4 Write questions for these answers. Look at audio script 8 on page 70 to check your answers.

- 1 Where _____ ?
I'm originally from Catagne, in Sicily.
- 2 What's _____ ?
I'm married.
- 3 Who _____ ?
That's Daniel, my husband.

Vocabulary 5 The doctor decides that Rosanna is going to stay in hospital for observation. Look at her room. Label the picture with the words in the box.

bed	buzzer	chair	drawer
light	locker	table	TV

Listening 6  09 Listen and write the names of the objects from 5 that you hear.

7 Look at the photo and complete the information about the facilities in the room.

- 1 The buzzer is next to the _____ above the _____ .
- 2 The _____ is next to the window, on the right.
- 3 The _____ is above the locker.
- 4 The gift shop is between the _____ and the _____ .
- 5 The gift shop is on the _____ floor.
- 6 The public phone is down the _____ , on the left after the _____ .



Speaking 8 Work in pairs. Take turns playing the role of a patient and of the nurse who admits the patient to hospital. Invent an identity for your patient, including the details below. Copy a blank patient admissions form like the one on page 10. Interview your patient and complete their details in the form. Then show the patient to their bed and explain the facilities in the room.

- | | |
|---------------------------|------------------------|
| • full name and address | • marital status |
| • family and next of kin | • smoking intake |
| • date and place of birth | • allergies |
| • occupation | • reason for admission |