

Learning Object 1 – Talking about Symptoms

Slide 2

Doctor:	Hello Simon. The nurse says you have a rash on your arm . Let's take a look. When did this start?
Patient:	It started yesterday after I was walking in the woods.
Doctor:	Ah yes. This rash looks like poison ivy. Have you scratched the rash?
Patient:	It really itches but I've been careful not to scratch it.
Doctor:	It's good you didn't scratch it. The rash is only on your right arm. It will go away in about one week if you don't scratch it.
Patient:	But it really itches!
Doctor:	Of course. Use calamine lotion on your rash. I've written the name down for you. As well, place a cool, wet cloth on the rash for 15 to 30 minutes several times a day. Come back if the rash spreads to your body or it looks infected.
Patient:	Okay. I will be happy when the itching stops.

Slide 3

We can describe how serious symptoms are by using adjectives like *terrible*, *really bad*, *serious*, *awful*, or *excruciating*. Listen to people describe their medical problems. Fill in the blanks with the words you hear.

1. My husband has a **serious** heart condition. He needs to see a specialist right away.
2. I've been playing tennis a lot lately, and now I have a **terrible** pain in my wrist.
3. I've had an **awful** headache all day.
4. Don't get too close to me. I have a **really bad** cold.
5. I have **excruciating** pain in my ankle. I think I might have broken it.

Slide 10

Listen to and write the words you hear. Check the spelling below. Then repeat each word. You can use your Smartphone to record your pronunciation and listen back.

migraine	nausea
backache	cramps
swollen	dizzy
itchy	earache
blocked	rash

Learning Object 4 – Speaking with the Receptionist

Slide 2*

Mr. Yeung:	Hello
Receptionist:	Hello. Is this your first time here?
Daughter:	Yes.
Receptionist:	Name?
Mr. Yeung:	Victor Yeung.
Receptionist:	How do you spell that?
Daughter:	Y-e-u-n-g
Receptionist:	Date of birth?
Mr. Yeung:	August 28, 1964.
Receptionist:	Phone number?
Mr. Yeung:	Phone number- 604 555 0138
Receptionist:	Address?
Mr. Yeung:	913 Waterfall Cres.
Receptionist:	Care card? And family doctor?
Daughter:	Oh, we don't have one.
Receptionist:	Are you on any medications? And do you have any allergies?
Daughter:	Anything that makes you itch or makes it hard to breathe? No.
Receptionist:	Emergency contact?
Daughter:	A close family member, ah my mother Jennifer Yeung.
Receptionist:	Please sit down.
Daughter:	How long will the wait be?
Receptionist:	About thirty minutes.
Daughter:	Okay, thank you so much.

* From: Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA). Used with permission

 Slide 5

Listen to the sample questions and answers. Practise saying them.	
Can I help you?	Yes, I'd like to see a doctor, please.
Have you been here before?	No, I haven't.
What is your name?	My name is Lisa Chan.
What is your address?	My address is 88 Main Street.
Can I see your health card, please?	Yes, here it is.
What is your date of birth?	It's August 4th, 1981.
Do you have a family doctor?	No, I don't.
Can I have an emergency contact number?	Yes, my husband's cell number is 555-123-4564.

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Receptionist:	Hello. How can I help you?
Patient:	I need to see a doctor. I have a headache and I feel nauseous.
Receptionist:	Have you been to this clinic before?
Patient:	No
Receptionist:	Ok. May I see your health card and photo ID please?
Patient:	Oh...just a minute. Here.
Receptionist:	Thank you. Mr. Petrov, are you still at this address?
Patient:	Yes. 50 Fulton Way
Receptionist:	What is your phone number?
Patient:	555 854 9578
Receptionist:	Right – 555 854 9578. Next, you'll need to fill out this medical history form. Return it to me after you fill it out.

 Slide 10

Listen to the receptionist's questions. Write possible answers in the blanks. Print the page and bring it to class.
<ol style="list-style-type: none"> 1. How can I help you? 2. What is the matter? 3. Do you have a family doctor? 4. Are you taking any medication? 5. Do you have any allergies?

Learning Object 5 – Talking to the Doctor

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Doctor:	Hi I'm Dr. Stanley. Pleased to meet you.
Mr. Yeung:	Hi Dr. Stanley. I'm Victor and this is my daughter, Emily.
Daughter:	Hi.
Doctor:	And what can I do for you today?
Mr. Yeung:	I cannot see clearly.
Daughter:	And his hands and feet have been numb.
Doctor:	Okay, I'm gonna take your blood pressure. Here you go. You'll have to roll up your sleeve. Thank you very much. Appreciate that. Are you feeling tired?
Mr. Yeung:	Yes, I often feel tired.
Doctor:	Okay. Please step on the scale. Has your weight changed?
Daughter:	Yes, he's lost weight.
Doctor:	Okay, I'm going to send you in for some blood tests. I want to check for diabetes.
Mr. Yeung:	Do I have to pay for the blood tests?
Doctor:	No. Just don't forget to take your care card. Here's where you go to get your blood taken. In the meantime, try to stay extra active and eat healthy food.
Mr. Yeung:	Thank you doctor. Thank you.
Daughter:	Do we have to schedule another appointment?
Doctor:	No, the receptionist will call if we need to see you after we get the results for the blood tests.
Daughter:	Okay, thank you.

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 Slide 5

We can describe health problems in different ways. Listen to the examples and practise saying them.

I feel/I am + adjective	I have + noun	My (body part) is/are + adjective
I feel very dizzy. I'm very dizzy. Mr. Yeung feels tired. He is tired all the time. She feels really sick. She is really sick.	I have a sore throat. He has a sprained ankle. She has a stiff neck. My daughter has a fever. My son has a concussion.	My knee is swollen. Mr. Yeung's feet are numb. Her ankle is broken. His back is very sore. My arm is bruised.

Learning Object 6 – Telling the Doctor what Happened

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Doctor:	Hello Anna. I understand you have a swollen knee . What happened?
Patient:	I was walking my son to school and I slipped on the ice.
Doctor:	Oh dear. It has been a bad winter. Let's look at your knee. Please straighten your knee. Stand up. Does this hurt?
Patient:	Yes, but it is not too bad.
Doctor:	You can sit down now. Your knee isn't broken but it looks like a minor sprain .
Patient:	Is that bad?
Doctor:	No, it's a little swollen. You need to put ice on it. So every hour, put ice on your knee for 15 minutes – and then 45 minutes with no ice. Try not to walk on it. Take 2 aspirin every 4 hours to help reduce the swelling and for the pain. If it's not better in 3 or 4 days, come back.
Patient:	Okay. Thank you.

 **Slide 3**

Listen to different people describe what happened to them. Move the words to the correct spaces.

1. I **was walking** my son to school and I **slipped** on the ice.
2. I was **chopping** some vegetables and **cut** my finger.
3. My daughter was **skating** and she **slipped** on the ice. Her ankle is really sore.
4. I was **moving** some furniture and a heavy box **fell** on my foot. I think my big toe is broken.

 **Slide 4**

When you describe a symptom, the doctor usually asks how long you have had it. Listen to the examples. Repeat them.

Present Perfect + for + duration	Present perfect + since + specific time
I've had a headache for 2 days. He's been sick for a week. She's had a sore knee for 2 weeks. I've had a cold for the last 5 days. He's had a rash for almost a week.	I've had an infection since Tuesday. He's had a backache since last week. She's had a fever since this morning. I've had this pain since Friday. I've had the flu since the weekend.

Learning Object 7 – Choosing a Walk-in Clinic

Slide 2

Sita:	I have a terrible migraine. I think I should see a doctor, but I don't have a family doctor any more and I'm not sure where the nearest clinic is.
Katrine:	Oh, I'm sorry to hear that, Sita. Is there anything I can do? Maybe I could help you find a clinic on line.
Sita:	Thank you. I'd really appreciate that.
Katrine:	Not at all. So, does it matter if the doctor is male or female?
Sita:	Well, yes. I prefer to see a female doctor.
Katrine:	Okay. Let's see if we can find one that has female doctors.
Sita:	Oh, and since I take a lot of prescription medications, it would be nice if the clinic had a pharmacy too.
Katrine:	Okay. I think I found one and it's not far from your house.
Sita:	That's great. Thank you so much!
Katrine:	You're welcome.

Slide 6

We use comparatives when we compare one thing to another. Listen to the examples below and repeat.

Comparative Adjective + than	More/ fewer + Noun + than
This clinic is better than that clinic.	This clinic has more services than that one.
This doctor is better than that doctor.	It has more doctors than that one.
This clinic is closer than that one.	It also has more parking than that one.
That clinic is farther than this one.	That clinic has fewer doctors than this clinic.
That clinic is newer than the other one	It has fewer services than that one.

 **Slide 7**

Listen to two people compare different walk-in clinics. Fill in the blanks with the words you hear.

1. **Lin:** I take my father to the First Choice Medical Clinic. It's much better than the clinic I used to take him to because his doctor speaks Mandarin. That means I don't have to go in with him and translate any more.
2. **Carlo:** I think the Westview Walk-in Clinic is better than the Health Clinic. It has longer hours of operation, so I can go there after work or on the weekends. And it has free parking during those times. It's also closer to my home than the Health Clinic.