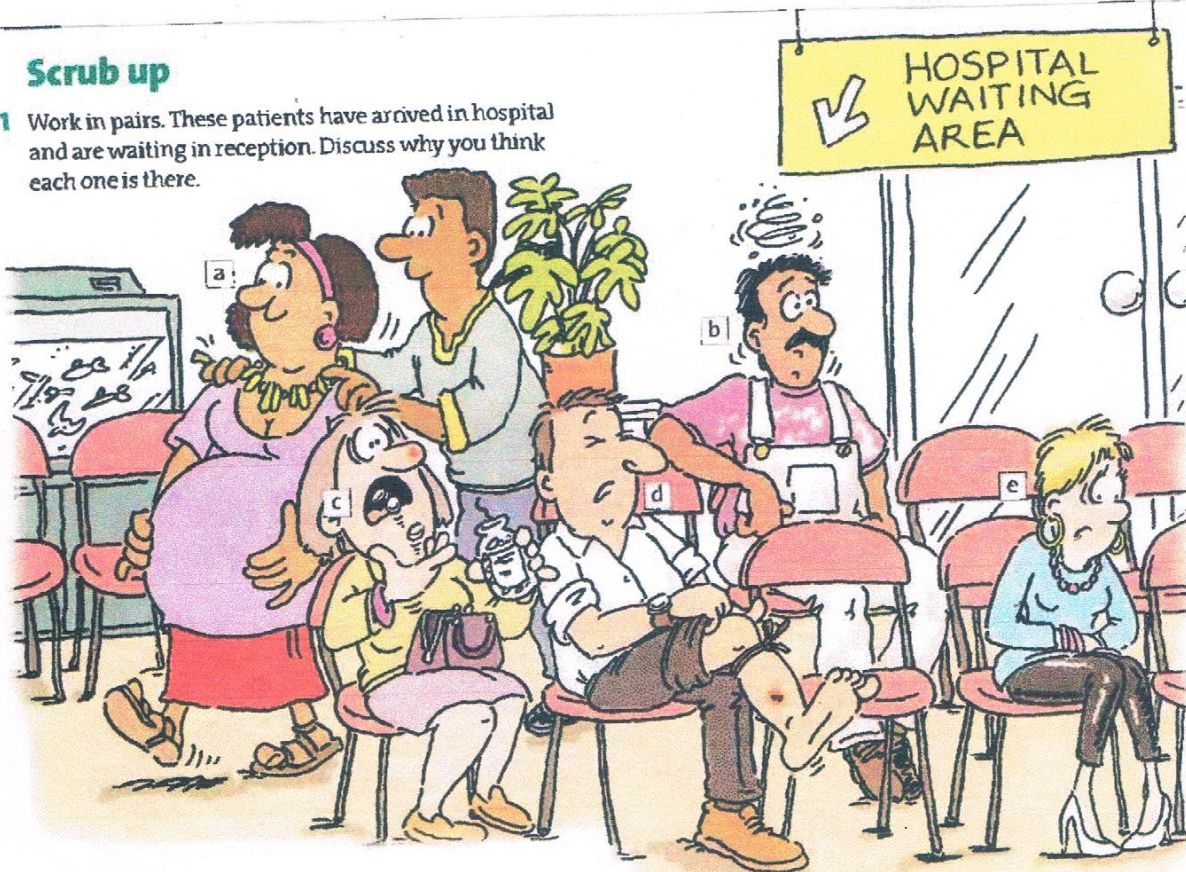


# 3 Hospital admissions

## Scrub up

1 Work in pairs. These patients have arrived in hospital and are waiting in reception. Discuss why you think each one is there.



- 2 Listen to the patients describe their problem, and decide which one is speaking.
- 1 c) Fiebre    3 d) bite    5 b) headache  
 2 a) Pregnant    4 e) stomach ache
- 3 Decide the order, 1-5, in which the patients should be seen.

## Vocabulary

### The admissions procedure

1 Complete the sentences with the words below.

na enfermera de triaje  
 la evaluación inicial  
 Peligro para la vida  
 el registro

treatment Tratamiento  
 a priority una prioridad  
 waiting room sala de espera  
 cubicle cubículo

- 1 Take a seat in the cubicle.
- 2 The first nurse you meet will be a specialist called a triage nurse.
- 3 This nurse will make an initial assessment of your problem.
- 4 This helps decide who is a priority.
- 5 A patient with a life-threatening condition will see a doctor immediately.
- 6 A nurse will get personal details from you and fill in a hospital registration form.
- 7 When there is a free waiting room a doctor will see you.
- 8 The doctor will decide on the treatment.
- 2 Have you ever been admitted to hospital? Do you have any stories of unusual hospital admissions? Describe exactly what happened.

## 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 Doman

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.



### In this unit

- describing the hospital admission procedure
- describing what happened
- Past Simple v Past Continuous
- filling in a patient record card
- writing a summary of a patient

## Vocabulary

### Patient record

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

## PATIENT RECORD

Surname	Grady	First name	Jim
DOB	2.3.50	Gender	M F
Occupation	retired		
Marital status	widowed		
Next of kin	son		
Contact no.	07765 432178		
Smoking intake	n/a		
Alcohol intake	30 units per week		
Reason for admission	snake bite		
Medical history	high blood pressure		
Allergies	none		
GP	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>none</u>         |
| 3 family doctor  | <u>Dr Parkinson</u> |
| 4 closest relative                                       | <u>son</u>          |
| 5 the amount of something you eat, drink, etc. regularly | <u>none</u>         |
| 6 date of birth  | <u>none</u>         |
| 7 male / female  | <u>M</u>            |
| 8 past illnesses and injuries                            | <u>none</u>         |
| 9 married / single / divorced / widowed                  | <u>widowed</u>      |
| 10 not applicable (= not a question for this patient)    | <u>none</u>         |
| 11 in each (day, week, etc.)                             | <u>week</u>         |
| 12 number  | <u>07765432178</u>  |

## Writing

### Patient summary

- 1 Read this summary about Mustapha Hussein, the patient in *Listening 1*. Find three mistakes in it.

Mustapha Hussein was admitted with possible concussion after falling from a ladder and hitting his head. Mr Hussein was born in 1982. He is divorced, and works as a painter. His next of kin is his brother, Yusuf. He can be contacted on 07709-401229. Mr Hussein smokes 40 cigarettes a day. He does not drink alcohol. He is not allergic to anything. There is a family history of diabetes on his father's side.

- 2 Write a similar summary about Sarah Behr using the information on the patient record below.

### PATIENT RECORD

Surname	Behr	First name	Sarah
DOB	2/1/84	Gender	M F
Occupation	teacher		
Marital status	married		
Next of kin	father Ian		
Contact no.	01792-793456		
Smoking intake	n/a		
Alcohol intake	10 units per week		
Reason for admission	suspected fractured arm		
Family history	heart disease (father's side)		
Allergies	nuts		

## Checklist

Assess your progress in this unit. Tick (✓) the statements which are true.

- I can describe the admissions procedure
- I can understand and complete patient records
- I can ask somebody for their personal details
- I can describe events in the past
- I can understand an article about handwriting

## Key words

### Adjectives

allergic  
fatal

### Nouns

accounts  
appointment  
cubicle  
first aid  
initial assessment  
life-threatening condition  
limb  
prescription  
priority  
progress notes  
registration  
treatment  
triage nurse

Look back through this unit. Find five more words or expressions that you think are useful.

Research shows that hospital admissions increase when there is a full moon, and in the two days following a World Cup defeat.



## 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	Lopez
First name	Monse
Gender	M F
DOB	3/10/2001
Place of birth	Motocinzla none
Occupation	none
Marital status	single
Next of kin	Octavio
Contact no.	1315735
Smoking intake	none
Alcohol intake	none
Reason for admission	snake bite
Family history	
<input type="checkbox"/> mental illness	<input type="checkbox"/> tuberculosis
<input type="checkbox"/> diabetes	<input type="checkbox"/> HIV/AIDS



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

- 1 What happened to you?
- 2 What you date of birth?
- 3 Where were you born?

- 4 and you married?
- 5 do you smoke?
- 6 how many do you smoke a day?
- 7 and you allergic to anything?
- 8 Do any of your close family from 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	Perez
First name	Emanuel
Gender	M F
DOB	24/12/2004
Place of birth	comalapa
Occupation	Accountant
Marital status	single
Next of kin	Joan
Contact no.	2362022
Smoking intake	none
Alcohol intake	none
Reason for admission	allergy
Medical history	none
Family history	none