

(ACT. EN LAS HOJAS)

(Ingles III)
(HEYDI JANETH CRUZ)

PRESENTA EL ALUMNO:

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GRUPO, SEMESTRE y MODALIDAD:

(“3” B enfermería)

Lugar

Fecha

Pag 16

The admissions procedure

1. Complete the sentences with the words below

1. Take a seat in the **waiting room**.
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 **life-threatening**.
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 **initial assessment** form.
7. When there is a free **a priority** a doctor will see you
8. The doctor will decide on the **treatment**.

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

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 the other receptionists at the whole hospital would be at a stop.



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.			07766 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 occupation
- 2 bad reactions, for example to certain medications Allergies
- 3 family doctor Gp
- 4 closest relative Next of kin
- 5 the amount of something you eat, drink, etc. regularly DOB
- 6 date of birth Gender
- 7 male / female medical history
- 8 past illnesses and injuries Marital status
- 9 married / single / divorced / widowed First name
- 10 not applicable (= not a question for this patient) contact no.
- 11 in each (day, week, etc.)
- 12 number

5.- ALCOHOL INTAKE

10.- N/A

11.- 30 UNITS WEEK

shows that hospital admissions increase when the moon is full, and in the two days following a World War II.



Listening

Patient record form

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

PATIENT RECORD

Surname Hossein
 First name H-O-S-S-E-I-N
 Gender M F
 DOB 1982
 Place of birth Pakistan
 Occupation Painter
 Marital status Divorced
 Next of kin Yosaf
 Contact no. 077009-461229
 Smoking intake yes (90)
 Alcohol intake No
 Reason for admission for a fall
 Family history
 mental illness tuberculosis
 diabetes HIV/AIDS



Listen again and complete these questions that the nurse asks

1. What happened to you?
2. What's your date of birth?
3. Where was you born?

4. And you're married?
5. do you smoke?
6. how many do you smoke a Day?
7. are you allergic to anything?
8. Do any of your close family suffer from any of the following...?

Speaking

- 1 Student A 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 Lucy
 First name L-O-C-Y
 Gender M F
 DOB 1975
 Place of birth Brazil
 Occupation chef
 Marital status single
 Next of kin sister claudia
 Contact no. 019023-329782
 Smoking intake NO
 Alcohol intake NO
 Reason for admission Cut
 Medical history
 Family history