

Hospital admissions

INGLES

Lic.HEYDI JANETH CRUZ ZURITA

PRESENTA EL ALUMNO:

Loyda Isabel Morales Morales

GRUPO, SEMESTRE y MODALIDAD:

3er cuatrimestre”

Lic. Enfermería semiscolarizado

I have only gone one time when I was 15 years old. I entered because I had a strong headache I was only there for an hour. They told me that has my presion was to high. They gave me some pills and I was back home.

STATION
DILLON
MAY
KEY



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 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

Surname	Grady	First name	Jim
DOB	2.3.20	Gender	M / F
Occupation	retired		
Marital status	widowed		
Next of kin	son		
Contact no.	07705 432175		
Smoking intake	n/a		
Alcohol intake	20 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>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>Alcohol intake</u> |
| 6 date of birth | <u>D.O.B</u> |
| 7 male / female | <u>Gender</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>Reason of admission</u> |
| 11 in each (day, week, etc.) | <u>Smoking intake</u> |
| 12 number | <u>Contact no.</u> |

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: Hussain
 First name: _____
 Gender: F
 DOB: 1/1/82
 Place of birth: Gorochi, Pakistan
 Occupation: Painter
 Marital status: Single
 Next of kin: 1109401229
 Contact no.: Brother
 Smoking intake: Yes
 Alcohol intake: No
 Reason for admission: hit my head, I
 Family history: fell from a ladder
 mental illness tuberculosis
 diabetes HIV/AIDS

- 4 Are you 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: _____
 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: _____



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

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

speaking 1.

student A
first name: Martha

Gender (F)

Dob: 2/10/94

Occupation: teacher

Marital status: married

Next of kin: Father Francisco

Contact no: 903-103-91-05

Smoking intake: n/a

Alcohol intake: n/a

Reason for admission: high presier

family history: diabetes

Allergies: n/a

student B

First name: Maria

Gender: (F)

Dob: 4/10/70

Occupation: lawyer

Marital status: single

Next of kin: Mother Elena

Contact no: 903-174-91-06

Smoking intake: n/a

Alcohol intake: n/a

Reason for admission: headache

family history: tuberculosis

Allergies: n/a.

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.

