

IGLES III

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PRESENTA EL ALUMNO:

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GRUPO, SEMESTRE y MODALIDAD:

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3 Hospital admissions

Scrub up

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



1 Listen to the patients describe their problem, and decide which one is speaking.

- 1 _____ 3 _____ 5 _____
 2 _____ 4 _____

2 Decide the order, 1-5, in which the patients should be seen.

Vocabulary

The admissions procedure

Complete the sentences with the words below.

a triage nurse
 an initial assessment
 life-threatening
 registration

to take some of your blood
 a waiting room
 a priority
 a cubicle
 a nurse

- 1 Take a seat in the waiting room
 - 2 The first nurse you meet will be a specialist called triage nurse
 - 3 This nurse will make a priority of your problem.
 - 4 This helps decide who is a life-threatening nurse
 - 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 cubicle a doctor will see you.
 - 8 The doctor will decide on the an initial assessment
- 2 Have you ever been admitted to hospital? Do you have any stories of unusual hospital admissions? Describe exactly what happened.

- 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

Work in pairs. Discuss the question.

What are the main responsibilities of a hospital receptionist?

Read about Carmen and answer the questions.

What qualities does Carmen need in her job?

How do medical staff cause Carmen problems?

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 firm.

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 don't 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?
- Q: 1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100.

PATIENT RECORD

Surname	Dr. Garcia	First name	John
DOB	12.12.1950	Sex	M
Occupation	retired		
Marital status	widowed		
Next of kin	son		
Contact no.	07500 443170		
Spoken to by	SC		
Admitted via	SC (with ambulance)		
Reason for admission	stroke		
Medical history	high blood pressure		
Allergies	none		
GP	Dr. Park Road, Central Surgery		

Handwritten notes: *occupation: retired*

- 2 Find words and abbreviations in the patient record with these meanings.

- job
- bad reactions, for example to certain medications
- family doctor
- closest relative
- the amount of something you eat, drink, etc. regularly
- date of birth
- male / female
- past illnesses and injuries
- married / single / divorced / widowed
- not applicable (= not a question for this patient)
- in each (day, week, etc.)
- number

Handwritten notes for matching:

- 1. job: *occupation*
- 2. bad reactions...: *SC*
- 3. family doctor: *GP*
- 4. closest relative: *son*
- 5. the amount of something you eat...: *to intake regularly*
- 6. date of birth: *DOB*
- 7. male / female: *M*
- 8. past illnesses and injuries: *high blood pressure*
- 9. married / single / divorced / widowed: *widowed*
- 10. not applicable...: *not applicable*
- 11. in each (day, week, etc.): *per day*
- 12. number: *07500 443170*

earch shows that hospital admissions increase when
is a full moon, and in the two days following a World
e event.



Listening

A patient record form

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

PATIENT RECORD

Surname: Wright
 First name: John
 Gender: M
 DOB: 10/05/1978
 Place of birth: Walsingham
 Occupation: Student
 Marital status: Single
 Next of kin: Parents
 Contact no.: 01234 567890
 Smoking intake: None
 Alcohol intake: Occasional
 Reason for admission: SV
 Family history: None
 — mental illness: None
 — diabetes: None

4. John married?
5. John smoke?
6. John do you smoke a pipe?
7. John allergic to penicillin?
8. Do any of your parents family members from any of the following...?

Speaking

1 Student As work together in pairs. Student B 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: John
 First name: John
 Gender: M
 DOB: 10/05/78
 Place of birth: Walsingham
 Occupation: Student
 Marital status: Single
 Next of kin: Parents
 Contact no.: 01234 567890
 Smoking intake: n/a
 Alcohol intake: n/a
 Reason for admission: Headache
 Medical history: King Edward Hospital
 Family history: GF



Listen again and complete these questions that the nurse asks.

- 1 What John you?
- 2 John date of birth?
- 3 John you born?

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 Beju using the information on the patient record below.

PATIENT RECORD

Surname	Beju	First name	Sarah
DOB	2/1/85	Gender	M / F
Occupation		teacher	
Marital status		married	
Next of kin		father Ian	
Contact no.		01702 793466	
Smoking intake		D/A	
Alcohol intake		10 units per week	
Reason for admission		suspected fractured arm	
Family history		heart disease (father's side)	
Allergies		none	

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
lemb
prescription
priority
progress notes
registration
treatment
triage nurse

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

