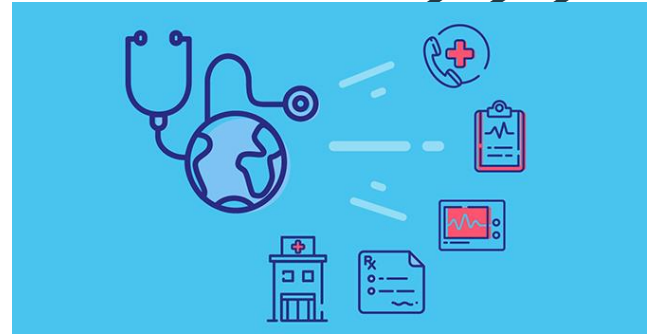


Unit Two: Accessing Healthcare

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Warm up

Q. When was your last visit to the hospital?

There are different ways to get to the hospital

by appointment, urgent care, ambulance

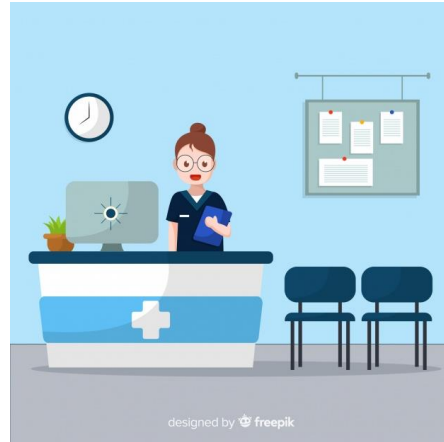
Today's focus: **Making an appointment with the receptionist**

Vocabulary

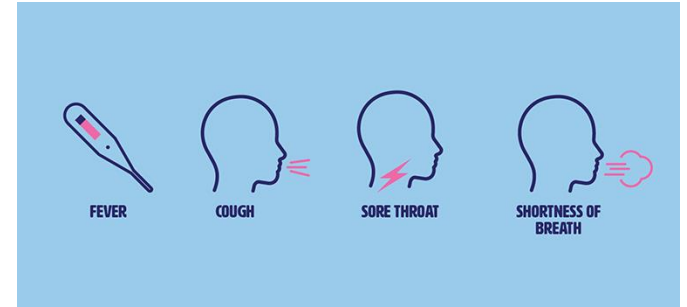
Appointment



Receptionist



Symptoms



Common words to describe symptoms

Headache	Fever	broken leg	nose bleed
Dizzy	Sick	Tired	cold/hot
Pain			

Q. What verbs do you use for these symptoms? **Have/ Feel**

Q. What are other words to describe symptoms?

Hint: Combine **bolded** words with different body parts e.g. Toothache

Idioms

1. **Under the weather** : not feeling well

Example) I have been **under the weather** all week.



1. **Come down with (something)** : to become sick, suffer from something

e.g.) I had been **coming down with** a cold but I am feel better now.



3. Get a black eye : to get a bruise or darkened eye after being hit or after bumping into something

e.g.) My friend had gotten a black eye from fighting against a burglar.



4. Go under the knife : to have an operation in surgery

e.g.) Doctor: Have you gone under the knife before?

Patient: Yes, I have. It was a knee surgery.



5. Have a physical (examination) : to get a medical check-up

e.g.) I am calling to make an appointment to **have a physical examination** with Dr. King.



6. Take a turn for the worse : to become sicker

e.g.) My symptoms **took a turn for the worse** last week and I am now in the hospital.



Quiz 1

Which idiom is correct?

After walking home in the rain I **(became sick)** with a cold.

- a) went under the knife
- b) came down
- c) had an black eye

Quiz 2

I went to the doctor last week and **(got a medical check-up)**.

- a) had a physical
- b) felt under the weather
- c) took a turn for the worse

Quiz 3

Last night my grandmother (**had surgery**).

- a) went below the knife
- b) went over the knife
- c) went under the knife

Making an appointment

Make an appointment: schedule a time to see the doctor

Information you need to give to the receptionist

1. Name
2. Symptoms
3. Time and date you are available to go to the hospital

Conversation with a receptionist

You usually make an appointment with the receptionist over the phone. Here are some useful phrases you can use

- I would like to make an appointment.
- I have/ feel ----- (symptoms).
- I will be there ----- (date/time) example: tomorrow at 10am

Breakout rooms: Practice conversation

Instructions:

Use Word Doc sample dialogue of a **patient** and **receptionist** to practice conversation with your volunteers

Example

Name: Josh

Symptoms:

Have pain in his chest from playing basketball

Available date/time:

Next Friday at 2pm

Perfect Tenses

- Verb tenses which show action already completed
- Something that took place prior to the present moment
 - to a moment in the past
 - to a moment in the future

Present Perfect:

Verb tenses which show action already completed



Structure

- S+ has/have + V3

Example

- She **has written** an essay.

Examples of Present Perfect

Actions started in the past and continuing in the present.

- She *has worked* in the hospital for five years.
- We *have had* the same doctor for ten years.
- Your turn

When the time period referred to has not finished

- *I have worked* hard *this week*.
- We *haven't seen* the ophthalmic *today*.
- Your turn

Present Perfect continued

Actions repeated in an unspecified period between the past and now.

- They **have seen** that psychologist six times
- It **has happened** several times already.
- Your turn

Actions completed in the very recent past (+just)

- **Have you just** finished making an appointment?
- We **have just** seen the doctor.
- Your turn

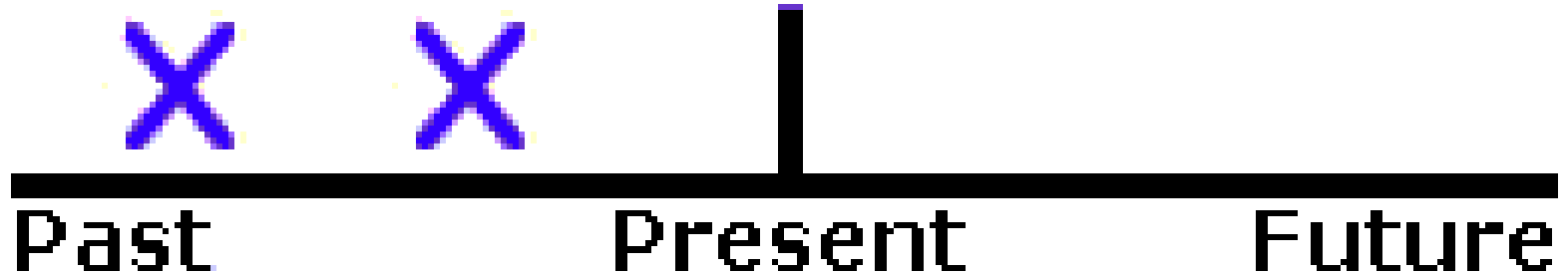
Present Perfect continued

When the precise time of the action is not important or not known

- *Have you seen* 'Greys Anatomy'?
- *She's studied* family medicine, mental health and traditional medicine.
- Your turn

Past Perfect:

- ❖ For talking about something that happened before something else
 - Both events happened in the past



Examples of Past Perfect



- ❑ I lost so much weight because I ***had begun*** exercising.
- ❑ I ***had met*** the doctor before you recommended him to me.
- ❑ Your turn

Future Perfect

- ❖ A completed action in the future
- ❖ Two forms

“ WILL HAVE DONE”

GOING TO HAVE DONE”

"BE

Will have done

will have + past participle



Your Turn

BE GOING TO HAVE DONE

am/is/are	+	going to have been	+	present participle
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- You **are going to have been waiting** for more than two hours when her surgery is finally complete.
- **Are you going to have been talking** for more than 2 hours when you tell him you need throat surgery?
- Your turn

Breakout rooms

Discussion:

Q. Share your hospital experiences (Example; how do you talk with the receptionist, nurse, and doctors).

Q. Find similarities and differences of getting healthcare in U.S and in your own culture.

Problem Solving

How to negotiate the scheduling

How to describe symptoms of others to the receptionist