

Bedside Manner

Beginner

A Basic English Course for Nursing

SIMON CAPPER

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☁ NAGOYA ☁



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Unit 1. Meeting a New Patient

○ KEY EXPRESSIONS

➤ *Practise replying to these questions and expressions with your partner.*

1. Is this your first visit to this hospital?
2. Could you fill in this form for me?
3. Would you like me to write it for you?
4. I just need to ask you a few questions.
5. Could you tell me your (name / date of birth)?
6. How do you spell that?
7. What's your occupation?
8. Do you have a health insurance card?

○ WORD QUIZ

These words are important for this unit.

➤ *Find a partner and test each other. Say the words in English. Your partner should say the word in Japanese. When you can do this, test each other by saying the words in Japanese. Your partner should say the word in English.*

ache	health insurance	occupation	separated
date of birth	hospital	patient	single
divorced	marital status	registration form	sore throat
fill in / fill out	married	seem	symptom
headache	nurse	self-employed	widowed

○ LISTENING

PRE-LISTENING

➤ *A new patient is at the registration desk. Write two questions the nurse might ask him.*

1. _____
2. _____

➤ *Now listen to a conversation. As you listen, tick (✓) any of the key expressions above that you hear.*

CONVERSATION 1

- PATIENT Hello, I'd like to see a doctor.
- NURSE Certainly sir.¹ Is this your first visit to this hospital?
- PATIENT Yes it is.
- NURSE In that case, could you fill in this form for me² please?
- PATIENT I'm afraid³ I can't read or write Japanese.
- NURSE Would you like me to⁴ write it for you?
- PATIENT Yes please.
- NURSE OK, I just⁵ need to ask you a few questions.
- PATIENT Alright.
- NURSE So, could you tell me your⁶ name please?
- PATIENT Yes, it's Tom Davis.
- NURSE How do you spell that, Mr. Davis?
- PATIENT Tom is T-O-M, and my family name, Davis, is D-A-V-I-S.
- NURSE Thank you ... and could I have your date of birth?
- PATIENT It's April 18th, 1949.

COMPREHENSION CHECK

1. Has Mr. Davis visited this hospital before?
2. What's Mr. Davis's first name?



CHECK IT!

➤ *Rearrange the words to make natural expressions:*

1. write you you for like it me Would to _____?
2. have card you a insurance Do health _____?
3. form fill Could me in you for this _____?
4. this Is hospital visit this to your first _____?
5. occupation your What's _____?
6. few need I to just you questions a ask _____.
7. birth you your me date tell Could of _____?
8. spell do that you How _____?

KEY WORDS

➤ *Recreate the key expressions from the previous page using these Key Words:*

first	occupation	ask	form
insurance	spell	write	birth



CONVERSATION 2

- *Read the conversation and underline any of this unit's key expressions. Then practice with a partner.*

NURSE What's your occupation Mr. Davis?

PATIENT I'm self-employed. I have my own company.

NURSE Do you have an address in Japan?

PATIENT Not really. I'm staying at the City Hotel.

NURSE And⁷ your phone number?

PATIENT I'll give you my mobile⁸ number. It's 090-8899-1949.

NURSE Could you tell me your marital status?

PATIENT I'm married.

NURSE Do you have a health insurance card?

PATIENT Not a Japanese one. I have this travel insurance.

NURSE Alright, thank you. And what seems to be the problem today?

PATIENT I've been getting really bad headaches, and I'm having trouble sleeping.⁹

NURSE OK. For now¹⁰, would you like to take a seat? We'll call you in a few minutes.

COMPREHENSION CHECK

1. What's Mr. Davis' marital status?
2. What kind of insurance does Mr. Davis have?

ROLE-PLAY

- *Interview your partner using this form. Make your interview more natural with extra questions based on these key words: Japanese / form / write / spell / problem*

Hospital Registration Form	
Name	First: _____ Family: _____
Date of birth	_____
Address	_____
Phone	_____
Marital status	_____
Occupation	_____
Insurance	_____
Problem	_____

"CAN-DO" CHALLENGE

- *Test your partner. Can they meet the challenge? Can they...*

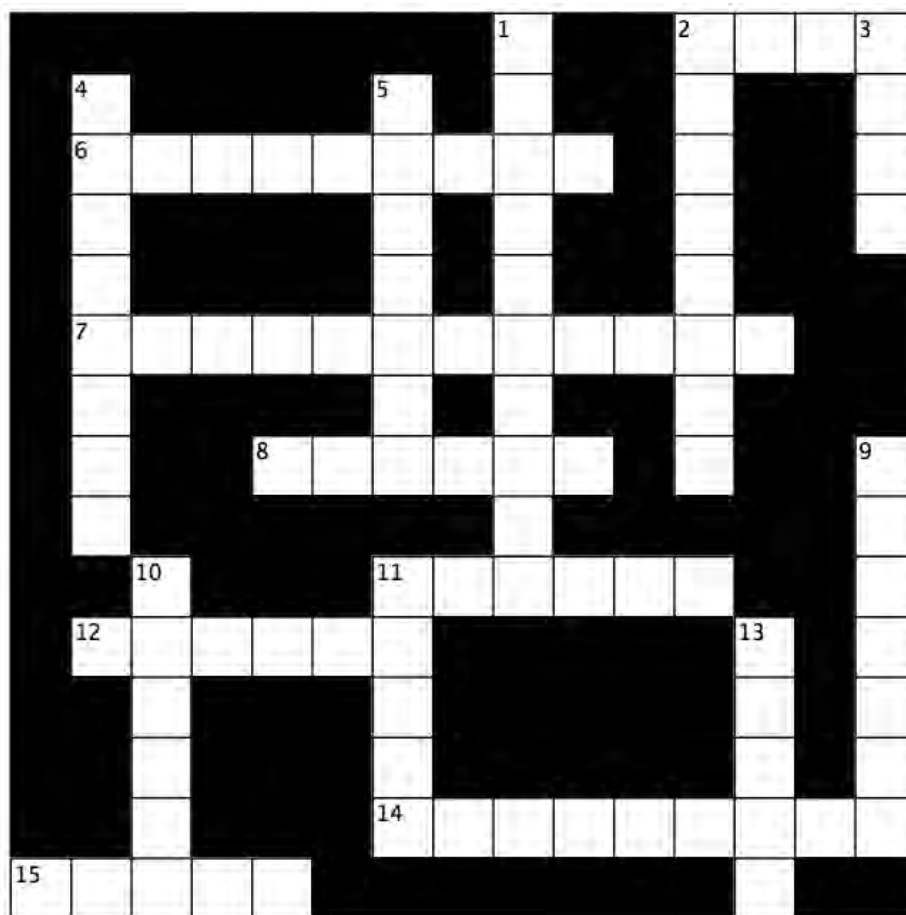
1. ... make 6 registration-related questions in one minute?

Yes / No

2. ... interview a patient to get basic registration information?

Yes / No

CROSSWORD 1: MEETING A NEW PATIENT



ACROSS

2. "I have my own company. I'm _____-employed." (4)
6. "Do you have a health _____ card?" (9)
7. First, a new patient needs to go to the _____ desk. (12)
8. "Could you _____ this form for me please?" (4,2)
11. "Are you married or _____?" (6)
12. "Could you tell me your _____ phone number?" (6)
14. "My wife and I don't live together, but we're not divorced, we're _____." (9)
15. A _____ works with doctors, and takes care of patients in a hospital. (5)

DOWN

1. Your job can also be called your _____. (10)
2. "What are your _____?" "I have a headache and a sore throat." (8)
3. "Could you fill in this _____ for me please?" (4)
4. "I'm not married any more. I'm _____." (8)
5. "Could you tell me your _____ status?" (7)
9. "Are you _____ or single?" (7)
10. "Please wait here. The _____ will see you in a minute." (6)
11. "What _____ to be the problem?" (5)
13. "Could you tell me your date of _____?" (5)

GET READY

- **Before the next class, learn this vocabulary. It will help you understand the next unit, "Talking About Symptoms."**

allergic, allergy	アレルギー
apart from –	– は別として
blocked nose	鼻詰まり
cheek	頬部、頬
chemist / pharmacist	薬剤師
(a) cold	かぜ
completely	完全に
cough (v), cough (n), coughing	咳をする、せき、空咳、こんこん
drug store,	薬局
fever, feverish	熱、熱っぽい
flu (influenza)	インフルエンザ
medicine, medication	薬
nausea, nauseous (to feel sick)	吐き気
pain	痛み
pharmacy	薬局
runny nose	鼻水
sick, to be ~ (v)	病気 (嘔吐する)
sneeze (n), sneezing, to ~ (v)	くしゃみ、(くしゃみをする)
sore throat	のどの痛み
stomach	胃
stomachache	腹痛
symptom	症状
syrup, cough ~	シロップ、咳止めシロップ
temperature	体温、気温、温度、(英:熱)
throw up (v)	吐く、嘔吐する
vomiting (v)	吐く、嘔吐する

UNIT 1 NOTES

1. certainly sir という表現は of course を丁寧にした言い方です。女性患者の場合 sir ではなくて、madamを遣って下さい。
2. 普通にものを頼むときには For me を後につけます。これはよい関係を築き、あるいは会話者どうしを結びつけるのに役立ちます。
3. I'm afraid という表現は悪い知らせが次にくることが多いです。例をあげると、I'm afraid you'll have to have an operation. (手術をする必要があるでしょう) などです。
4. Would you like me to (+ 原形不定詞) は何かを申し出るときに役に立つ表現です。例えば、Would you like me to talk to your mother? (お母さんに私から話しましょうか?) などです。
5. Just は和らげる言葉で、話し手の威圧感を軽減します。例えば、I just need to check your blood pressure. (ちょっとと血圧を測らせてください) または I'm just going to take a look at your chest. (ちょっと胸を診察しますね) などです。
6. Could you tell me your... は身長、体重、仕事、年齢など、患者の情報を尋ねるのに役に立つ冒頭文です。
7. とりわけリストのように質問する場合、質問形式やイントネーションに変化を付けた方が良いです。
8. アメリカ英語では携帯電話は mobile phone の代わりに普通 cell phone といいます。
9. I've been getting really bad headaches (頭痛が続いています) では、しばらく症状が続いていて、まだ継続することがうかがえます。
10. "For now" は日本語の『とりあえず』の表現に似ています。