

SYMPTOMS

Listen and choose the correct option.

1. How _____ it feel?
2. A little deformed, _____
3. _____ it painful when you move it?
4. _____ move your toes?
5. How _____ feeling?
6. _____ a sore throat?
7. _____ redness?
8. _____ going?
9. _____ dizzy at all?
10. When _____ sick, mostly?
11. _____ pain?

Listen and match the beginnings of the questions with the endings.

1. Ok
2. What
3. Where does
4. What about
5. Let's have a look-swollen,
6. You've had an x-ray,
7. Anything
8. You aren't on any other medication,

- a. it hurt?
- b. Mrs Hales?
- c. are you?
- d. broken?
- e. happened to you?
- f. haven't you?
- g. your shoulder'
- h. isn't it?

Listen and choose the correct option.

Nurse _____

Patient Not bad, thanks- a bit sore.

Nurse _____

Patient I fell off my bike

Nurse _____

Patient Yes, I can, slowly

Nurse _____

Patient Yes, very! I've also got a cut on my leg-look.

Nurse _____

Patient Yes, it is deep. Will I need stitches?

Nurse _____

Patient No, never- and I don't want any!

Nurse _____

Patient No, I haven't seen him yet

In the UK, the most common reason given for taking time off work is 'flu-like symptoms', which are typically a fever and aches and pains in the body.



It's my job

Read about Sandy McGuire and decide if these sentences are true (T) or false (F).

- 1 Sandy works at night. _____
- 2 Her shift is a quiet one. _____
- 3 Some people phone because they are lonely. _____
- 4 Sandy only gives information – not advice. _____
- 5 Helpline nurses have to speak foreign languages. _____

Sandy McGuire

I operate the telephone helpline on the graveyard shift – that's the one from midnight through to the morning. Although it's quiet and still in the streets outside, it's not so quiet in the office. The early hours of the morning are sometimes the busiest time, when the telephone never stops ringing.

People call the helpline for information or advice, or sometimes they just need to hear a friendly voice. We talk to people who are depressed and worried, and sometimes in pain. Sometimes we get some funny enquiries – yesterday, a teenager phoned because he had swallowed some chewing gum and he was afraid he was going to die!

We can't see our patients, so we have to be very good on the phone. We have to learn how to do it, because it doesn't come naturally. We have to know how to ask the right questions so that we get clear and accurate answers, and we have to be able to speak in language anyone can understand.



Signs and symptoms

Night coughing



Here are descriptions of four possible conditions that can cause a child to cough in the night. Complete them with the words below.

coughing up	occurs	make	sounds
accompanied	get	are	wheeze
breathe	has		

Asthma

Children with asthma cough, and _____¹ when they breathe out. They become very short of breath when an attack _____².

A cold

Sometimes a child _____³ a cough and a fever with a cold. A bad cough can _____⁴ a child vomit.

Croup

Children under three years old sometimes _____⁵ croup. They have a sore throat and they wheeze when they _____⁶ in. When they cough it often _____⁷ like a dog barking.

Pneumonia

The symptoms of pneumonia _____⁸ a temperature of over 102°F (39°C), fast breathing, sometimes _____⁹ by vomiting and sometimes _____¹⁰ blood.

