52 Health care services

A What is available?

HEALTH CARE: FREQUENTLY ASKED QUESTIONS

- Do I need to **register with** a GP?
- How do I get **referred to** a **specialist**?
- Can I get free **prescriptions**?
- **What if** I **suspect** a doctor has made a mistake?
- How do I become a **participant in** a **clinical** trial?
- Can I get **cosmetic surgery free of charge**?
- Are all medical records **confidential**?

GLOSSARY

health care	the service of providing medical care	**suspect**	have an idea that sb is guilty of sth, but without definite proof
register (with/for sth)	put your name on an official list. You can also **enrol on a course** or **enrol at a school**.	**participant (in sth)**	sb who is taking part in an activity or event
refer sb (to sth)	send sb to sb/sth for help, advice, etc.	**clinical**	related to the examination and treatment of patients and their illnesses: ***a clinical trial; clinical research***
specialist	a person who is an expert in a particular area of work or study **specialist** *adj*	**cosmetic surgery**	medical treatment intended to improve sb's appearance
prescription	an official piece of paper given to you by a doctor that enables you to get a particular medicine from a pharmacy **prescribe** *v*	**free of charge**	If sth is **free of charge**, it costs you nothing.
What if ...?	What would happen if ...?	**confidential**	meant to be kept secret: ***strictly confidential***

1 Form five phrases from words in the box.

of charge free care clinical strictly surgery trial cosmetic confidential health

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2 Complete the sentences.

1 The patient has a rare illness, so she will need ..... treatment.
2 All medical treatment has to be strictly ..... between the doctor and patient.
3 Some cosmetic ..... is available on the National Health Service.
4 Go and see if the doctor will ..... something for that terrible cough.
5 What ..... I need urgent health ..... ? Where should I go?
6 When I moved to Brighton, I had to ..... with a doctor near my home, and at the same time, I ..... on a free first-aid course.
7 I asked the doctor to ..... me to a ..... because of my long-term problem with my skin.
8 How many ..... are taking part in the clinical ..... for the new cancer drug?

3 Complete the text.

When you move to a new area, in order to get free health **(1)** ....., you need to **(2)** ..... with a doctor. For many common illnesses, the doctor will give you a **(3)** ....., which you collect from a pharmacy. They are free **(4)** ..... if you are under 16, over 60, or pregnant. If you have a serious problem which involves seeing a **(5)** ....., you can get **(6)** ..... to one by your doctor. Your medical records are **(7)** ....., but you can see your own records by asking at your surgery. If you **(8)** ..... that somebody has made a mistake with your treatment, you should speak to the medical staff first about your case before taking any further action.

4 ABOUT YOUR COUNTRY **Can you answer the questions at the top of the page about your health service? Write your answers, or ask another learner.**

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TEST YOURSELF

LIVEWORKSHEETS

B In hospital: patients' experiences

The doctors and nurses were very **dedicated** and **kept me informed** at all times.

I know the staff were **rushed off their feet**, but nobody **took any notice of** my calls for help.

I felt **miserable** when I was admitted, but I had **absolute** confidence in the nursing staff and soon felt **my old self** again.

I was **admitted** to the **ward**, seen by a **junior** doctor, then nothing happened for two days.

I felt the whole time that my **well-being** was the staff's **prime concern**.

SPOTLIGHT staying in hospital

You can be **admitted to hospital** (= taken there and treated). After treatment, you are **discharged** (= given permission to leave). Then you go home to **convalesce** (= spend time recovering). SYN **recuperate**; **convalescence** *n* SYN **recuperation**

GLOSSARY

dedicated	working hard at sth because it is important to you	**absolute**	total and complete
inform	tell sb about sth: ***keep sb informed (about sth)***	**self**	the type of person you are: ***my old self; my real self***
be rushed off your feet	be extremely busy with too many things to do	**ward**	a room or an area in a hospital for patients with the same type of condition
take (no) notice of sb/sth	pay (no) attention to sb/sth	**junior**	having a low rank in an organization or profession OPP **senior**
miserable	very unhappy or uncomfortable	**well-being**	general health and happiness
		prime	main; most important: ***a prime concern***

5 Circle the correct answer(s). Both answers may be possible.

1 I was rushed off my ***foot / feet***.
2 She took ***no / any*** notice of me.
3 I was ***admitted / discharged*** to the cancer ward.
4 He's back to his ***old self / self***.
5 I need to ***convalesce / recuperate***.
6 They ***kept / made*** me informed.
7 They were ***junior / senior*** doctors.
8 His health was my ***main / prime*** concern.
9 Patients need rest and ***recuperation / well-being***.
10 The staff are ***admitted / dedicated*** to patient care.

6 Replace the underlined words with a word or phrase that keeps the same meaning.

1 They <u>didn't pay any attention to</u> me. — They took ..... .
2 They <u>told</u> me <u>what was happening</u>. — They kept ..... .
3 I was <u>incredibly busy</u>. — I was rushed ..... .
4 That's part of his <u>true character</u>. — That's part of his ..... .
5 She needs to <u>spend time getting better</u>. — She needs to ..... .
6 I felt really <u>unhappy and uncomfortable</u>. — I felt ..... .
7 I'm worried about his <u>general health and happiness</u>. — I'm worried about his ..... .
8 The staff <u>work hard and care a lot</u>. — The staff are ..... .

7 Complete the sentences with a suitable word.

1 When you are ..... to hospital, you are taken to a ..... for your stay.
2 In hospital, patients are always ..... informed about their treatment.
3 Staff in hospitals are ..... off their feet all the time.
4 For the doctors and nurses, the patient's ..... is their ..... concern.
5 There are more senior doctors than ..... doctors.
6 Most patients have ..... confidence in the staff.
7 Recuperation (or .....) usually takes place at home.
8 When you have recovered sufficiently, you will be ..... from hospital with all the medicines you need for the first week.

8 ABOUT YOUR COUNTRY **Do you know if the sentences in Exercise 7 are true for your country?**

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TEST YOURSELF

LIVEWORKSHEETS