

***Read about Sandy McGuire and decide if these statements 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 and the graveyard shift. That's the one from midnight through to the morning. Although it's quiet and still in the street 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 funny inquiries. 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 patient, 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 can get clear and accurate answers. We have to be able to speak in language anyone can understand.

Medical English – Question Forms Practice

Instructions: Match the beginning of each question (A–J) with the correct ending (1–10).

Beginnings

A. Do you have

B. When did

C. Have you

D. How long have you

E. Can you

F. Is the pain

G. Did you take any medication

H. What would you rate your

I. Have you ever

J. Could you describe

Endings

1. been taking this medication?

2. any allergies to antibiotics?

3. tell me where the pain is located?

4. your symptoms start?

5. pain on a scale from 1 to 10?

6. before coming to the hospital?

7. getting worse when you walk?

8. had a fever in the last 24 hours?

9. experienced these symptoms before?

10. the nature of the pain?

***Listening: A helpline call. Listen to Sandy Mc Guire taking a call on the helpline.
As you listen, fill in the information about the patient. Answer YES / NO.**

1. Age of the patient _____
2. Wheezes – breathing in _____ breathing out _____
3. Coughs up blood - _____
4. Vomits - _____
5. Allergies - _____
6. Fever - _____