

MAKING A DOCTOR'S APPOINTMENT

Doctor's Assistant: Good morning, Doctor Jensen's office. How may I help you?

Patient: Hello, I'd like to make an appointment to see Doctor Jensen, please.

Doctor's Assistant: Have you been in to see Doctor Jensen before?

Patient: Yes, I have. I had a physical last year.

Doctor's Assistant: Fine, what is your name?

Patient: Maria Sanchez.

Doctor's Assistant: Thank you, Ms. Sanchez, let me pull up your file... Okay, I've located your information. What's the reason for your making an appointment?

Patient: I haven't been feeling very well lately.

Doctor's Assistant: Do you need urgent care?

Patient: No, not necessarily, but I'd like to see the doctor soon.

Doctor's Assistant: Of course, how about next Monday? There's a slot available at 10 in the morning.

Patient: I'm afraid I'm working at 10. Is there anything available after three?

Doctor's Assistant: Let me see. Not on Monday, but we have a three o'clock opening next Wednesday. Would you like to come in then?

Patient: Yes, next Wednesday at three would be great.

Doctor's Assistant: All right, I'll pencil you in for three o'clock next Wednesday.

Patient: Thank you for your help.

Doctor's Assistant: You're welcome. We'll see you next week. Goodbye.

Patient: Goodbye.



MAKING AN APPOINTMENT PHRASES



- **Make an appointment:** schedule a time to see the doctor
- **Physical (examination):** yearly check-up to see if everything is okay.
- **Pull up a file:** find a patient's information
- **Urgent care:** like an emergency room, but for everyday problems
- **A slot:** an available time to make an appointment
- **Is there anything open?:** used to check if there is an available time for an appointment
- **Pencil someone in:** to schedule an appointment

TRUE OR FALSE

1. Ms. Sanchez has never seen Doctor Jensen. _____
2. Ms. Sanchez had a physical examination with Doctor Jensen last year. _____
3. The doctor's assistant already has the file open. _____
4. Ms. Sanchez is feeling fine these days. _____
5. Ms. Sanchez needs urgent care. _____
6. She can't come in for a morning appointment. _____
7. Ms. Sanchez schedules an appointment for next week. _____

