

Hospitals and Urgent Care

I work in an Urgent Care Center in downtown Calgary. Urgent Care is where people go when they are hurt or sick. This is similar to the Emergency Room in a hospital. While you go to the Emergency Room for serious and life-threatening injuries or illnesses, Urgent Care is for people who still need fast medical help, but they are not as serious or life-threatening. For example, somebody who thinks that they are having a heart attack should go to the Emergency Room, or call 911 for an ambulance. However, if they just broke their arm, they can go to the Urgent Care Center and receive treatment there.

When you are visiting Canada, you might hurt yourself or become ill. It is very important to know how to describe how you are feeling to a nurse or doctor.

To begin, let's go over the vocabulary you need to know!

Hospital
Urgent Care Center
Emergency Department
Sick
Sickness
Injury
Cold
Flu
Broken bones
Sprained joints
Cough
Sore throat
Vomiting
Aches
Pain
Symptoms

We will review these vocabulary words more in-depth in the exercises below.

For now, which words do you recognize? Do you know what they mean?

Exercise 1: Match the sentence(s) to the correct photo.

I have a headache./
My head hurts.



I have a sore throat./
My throat hurts.



I have a cough.



I have a stomach ache./
My stomach hurts.



I am vomiting./
I feel nauseous/
I vomited.



I have a broken arm./
I broke my arm.



I sprained my ankle./
I have a sprained ankle.



Exercise 2: Fill in the blanks using the word bank along with context clues!

ache	symptoms	headaches	doctor	problem	vomited	see
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Nurse: Hi, what seems to be the _____?

Julie: I have had a bad stomach _____ for two days. It really hurts. I also feel nauseous, and _____ once this morning.

Nurse: Okay. Do you have any other _____?

Julie: I have a headache, however, this is normal for me. I get chronic _____. How long will it be until I can _____ the doctor?

Nurse: It isn't too busy today, so the _____ should come see you in the next twenty minutes. Is there anything I can do to help you right now?

Julie: No thanks, I think I'll be okay. Thank you!

Exercise 3: Listen to the audio and fill in the blanks.

This is a little sneak peak into what I do for my main job! This is a simplified version of what I ask patients that are seeking medical attention.

Hello! I'm Emma, and I'm one of the _____ Care screeners. I just have a few questions for you before you speak to the _____. Do you have any of the following symptoms: cough, _____ throat, difficulty breathing, fever or chills, a runny nose, muscle aches, _____, or vomiting? Have you been tested for COVID-19 in the past two weeks? Have you been close to anyone with the previous _____, or a suspected case of COVID-19? Do you work, volunteer, or visit, any _____, homeless shelters, or schools that are associated with an outbreak? Have you travelled outside of the province, or country, at any time in the last 14 days?

