

TÂCHE INTERMEDIAIRE 1 – SCHEDULING A DOCTOR'S APPOINTMENT

Tu es en vacances en Angleterre. Tu ne te sens pas bien du tout et tu décides d'appeler chez le médecin pour prendre rendez-vous. L'hôte de ton auberge de jeunesse te donne le numéro et t'informe également que tu devras déjà décrire brièvement tes symptômes à la secrétaire médicale.

But first...

a) Scheduling a doctor's appointment on the phone

Put the phrases below in the correct order.

	Just your (European) insurance card and 30£ in cash, please.
	Alright, I'll pencil you in at 10.30 then! Please arrive 10 minutes early.
	I will, thank you. Have a nice day. Goodybye!
	Hello, I'm calling to make an appointment with Doctor Isobel Stevens, please.
	Of course. Have you been in before?
	Actually, I'd like to see a doctor as soon as possible, please.
	No, I'm a new patient.
	Okay. How about next Monday, at 9?
	Good morning, Meredith from Stevens Physicians speaking. How can I help you?
	I see... how about tomorrow at 10.30 then?
	I don't feel well at all. I have a really bad stomachache and I've been vomiting.
	Yes, please. Do I need to bring anything in particular?
	We're looking forward to seeing you tomorrow. Goodbye!
	Okay, thank you.
	Oh, certainly. What symptoms do you have?

b) Listen and fill in the gaps of this conversation:

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

Patient: Hello, I'd _____ to see Doctor Jensen, please.

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

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

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

Patient: Maria Sanchez.

Doctor's Assistant: Thank you, Ms. Sanchez, let me _____ your file...

Okay, I've located your information. _____ for your making an appointment?

Patient: I haven't been feeling _____ lately.

Doctor's Assistant: Do you need _____?

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

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

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

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

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

Doctor's Assistant: All right, I'll _____ 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.

True or False?

Decide whether the following statements are true or false:

Statement	T/F
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.	

c) Key phrases for making an appointment

Definition/description	Phrase
to schedule a time to see the doctor	
used to ask if the patient has seen the doctor before	
yearly check-up to see if everything is okay	
to find the patient's information	
to feel ill or sick	
similar to an emergency room, but for everyday problems	
an available time for an appointment	
checking if there is an available time for an appointment	
to schedule and write down the appointment	