

1 Presenting complaints

Check up

- 1 Work in pairs. Match each photograph with what the person is saying.



1 I just need to find Mr Jensen's notes.

2 My hospital number? It's 3438235 and my GP's name is Dr Lane.

3 Good morning, Mrs Dean. My name's Dr Bray.

4 Sorry, I don't know my GP's phone number. Can I leave that blank?

- 2 How important are accurate patient records? Give reasons.
- 3 In your country, are patient records kept on computer or on paper? Which of these two systems do you think is better? Why?

Listening 1

Personal details

- 1 Look at the chart containing personal details of Mr Karlson. Then listen and correct any details 1–8 that may be wrong. Tick (✓) items that are correct.

Surname: <i>Johnson</i>	<u>Karlson</u>	1
First name(s) <i>Dave Ian</i>	Sex <i>M</i>	
Address <i>3 Park View Mansions,</i>		2
<i>Castlefield Manchester M6 7DE</i>		
Admission details <i>Duncan Ward at 4 p.m.</i>		
<i>on 9 November 2008</i>		3
Hospital No <i>19736045</i>		4
DOB <i>27 10 53</i>		5
Telephone number <i>0166 405 7001</i>		
Marital Status <i>Single</i>		6
Occupation <i>Postman</i>		7
GP <i>Dr Khan</i>		8
<i>C/o pain in right arm</i>		

- 2 Listen again and check your answers.
- 3 Work in pairs. Decide what questions the doctor asks for each piece of information on the form.

Language spot

Asking short and gentle questions

- Ask gentle questions to put the patient at ease. Use
Can you tell me what / who + noun + verb?
What's your surname / family name?
Can you tell me what your surname / family name is?
- Remove words to make questions shorter.
What's your first name? Your first name?
Have you any other names? (And) Any other names?

» Go to Grammar reference p.122

In this unit

- asking about personal details
- asking questions about the presenting complaint
- describing and asking about pain
- writing up a case report

- 1 Make gentle questions or short questions for the questions you made in *Listening 1*, 3.
- 2 When taking the history of the presenting complaint (HPC), you often ask about pain. Use these words to complete the questions.

makes it worse / better?
on?
spread anywhere else?
had the pain?
the pain for me?
constant?

did it start?
you up at night?
the pain is like?
get the pain?
had the pain before?

- a Where do you _____
- b Does the pain _____
- c Does it wake _____
- d Can you tell me what _____
- e Can you describe _____
- f How long have you _____
- g Is there anything which _____
- h When _____
- i Is there anything which brings it _____
- j Is the pain _____
- k Have you _____

- 3 Work in pairs. Match these words to a question in 2.

- 1 f duration
- 2 _____ onset
- 3 _____ severity
- 4 _____ trigger
- 5 _____ radiation
- 6 _____ and _____ character
- 7 _____ exacerbation / alleviation
- 8 _____ site
- 9 _____ previous episode
- 10 _____ constancy

- 4 Work in pairs. Each choose a pain and ask each other questions to identify the pain.

Listening 2

Presenting complaints

- 1 Work in pairs. What do you think each patient in pictures a–h might be complaining of?



- 2 Listen. Match each picture in 1 with a conversation.

- | | | | |
|---------|---------|---------|---------|
| 1 _____ | 3 _____ | 5 _____ | 7 _____ |
| 2 _____ | 4 _____ | 6 _____ | 8 _____ |

- 3 Listen again. What three questions are used by the doctor to ask about the presenting complaint (PC)?

- 1 What's _____?
- 2 Can you tell me what _____?
- 3 What can _____?

- 4 What other questions can you use to ask about the PC?