

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

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

- ask about personal details
- ask 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?	did it start?
on?	you up at night?
spread anywhere else?	the pain is like?
had the pain?	get the pain?
the pain for me?	had the pain before?
constant?	

- Where do you _____
- Does the pain _____
- Does it wake _____
- Can you tell me what _____
- Can you describe _____
- How long have you _____
- Is there anything which _____
- When _____
- Is there anything which brings it _____
- Is the pain _____
- Have you _____

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

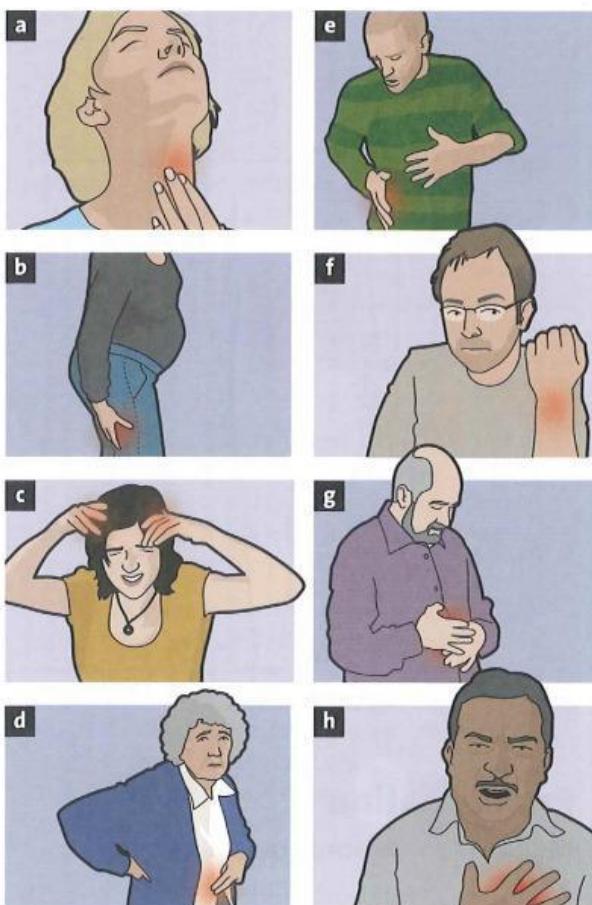
- 1 f duration
- 2 _____ onset
- 3 _____ severity
- 4 _____ trigger
- 5 _____ radiation
- 6 _____ and _____ character
- 7 _____ exacerbation / alleviation
- 8 _____ site
- 9 _____ previous episode
- 10 _____ constancy

- 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?