

52 Health care services

A What is available?

HEALTH CARE: FREQUENTLY ASKED QUESTIONS

- ▶ Do I need to **register with** a GP?
- ▶ How do I get **referred to** a **specialist**?
- ▶ Can I get free **prescriptions**?
- ▶ What if I **suspect** a doctor has made a mistake?
- ▶ How do I become a **participant in a clinical trial**?
- ▶ Can I get **cosmetic surgery free of charge**?
- ▶ Are all medical records **confidential**?

GLOSSARY

health care	the service of providing medical care	suspect	have an idea that sb is guilty of sth, but without definite proof
register (with/for sth)	put your name on an official list. You can also enrol on a course or enrol at a school .	participant (in sth)	sb who is taking part in an activity or event related to the examination and treatment of patients and their illnesses: a clinical trial; clinical research
refer sb (to sth)	send sb to sb/sth for help, advice, etc.	clinical	
specialist	a person who is an expert in a particular area of work or study specialist adj	cosmetic surgery	medical treatment intended to improve sb's appearance
prescription	an official piece of paper given to you by a doctor that enables you to get a particular medicine from a pharmacy prescribe v	free of charge	If sth is free of charge , it costs you nothing.
What if ...?	What would happen if ...?	confidential	meant to be kept secret: strictly confidential

1 Form five phrases from words in the box.

of charge free care clinical strictly surgery trial cosmetic confidential health

2 Complete the sentences.

- The patient has a rare illness, so she will need _____ treatment.
- All medical treatment has to be strictly _____ between the doctor and patient.
- Some cosmetic _____ is available on the National Health Service.
- Go and see if the doctor will _____ something for that terrible cough.
- What _____ I need urgent health _____? Where should I go?
- When I moved to Brighton, I had to _____ with a doctor near my home, and at the same time, I _____ on a free first-aid course.
- I asked the doctor to _____ me to a _____ because of my long-term problem with my skin.
- How many _____ are taking part in the clinical _____ for the new cancer drug?

3 Complete the text.

When you move to a new area, in order to get free health (1) _____, you need to (2) _____ with a doctor. For many common illnesses, the doctor will give you a (3) _____, which you collect from a pharmacy. They are free (4) _____ if you are under 16, over 60, or pregnant. If you have a serious problem which involves seeing a (5) _____, you can get (6) _____ to one by your doctor. Your medical records are (7) _____, but you can see your own records by asking at your surgery. If you (8) _____ that somebody has made a mistake with your treatment, you should speak to the medical staff first about your case before taking any further action.

4 ABOUT YOUR COUNTRY Can you answer the questions at the top of the page about your health service? Write your answers, or ask another learner.



TEST YOURSELF

B In hospital: patients' experiences

The doctors and nurses were very **dedicated** and **kept** me informed at all times.

I know the staff were **rushed off their feet**, but nobody **took** any notice of my calls for help.

I felt **miserable** when I was admitted, but I had **absolute** confidence in the nursing staff and soon felt my old self again.

I was **admitted** to the **ward**, seen by a **junior** doctor, then nothing happened for two days.

I felt the whole time that my **well-being** was the staff's **prime** concern.

SPOTLIGHT staying in hospital

You can be **admitted to hospital** (= taken there and treated). After treatment, you are **discharged** (= given permission to leave). Then you go home to **convalesce** (= spend time recovering). SYN **recuperate**; **convalescence** n SYN **recuperation**

GLOSSARY

dedicated	working hard at sth because it is important to you	absolute	total and complete
inform	tell sb about sth: keep sb informed (about sth)	self	the type of person you are: my old self ; my real self
be rushed off your feet	be extremely busy with too many things to do	ward	a room or an area in a hospital for patients with the same type of condition
take (no) notice of sb/sth	pay (no) attention to sb/sth	junior	having a low rank in an organization or profession OPP senior
miserable	very unhappy or uncomfortable	well-being	general health and happiness
		prime	main; most important: a prime concern

5 Circle the correct answer(s). Both answers may be possible.

- I was rushed off my foot / feet.
- She took no / any notice of me.
- I was admitted / discharged to the cancer ward.
- He's back to his old self / self.
- I need to convalesce / recuperate.
- They kept / made me informed.
- They were junior / senior doctors.
- His health was my main / prime concern.
- Patients need rest and recuperation / well-being.
- The staff are admitted / dedicated to patient care.

6 Replace the underlined words with a word or phrase that keeps the same meaning.

- They didn't pay any attention to me. They took _____.
- They told me what was happening. They kept _____.
- I was incredibly busy. I was rushed _____.
- That's part of his true character. That's part of his _____.
- She needs to spend time getting better. She needs to _____.
- I felt really unhappy and uncomfortable. I felt _____.
- I'm worried about his general health and happiness. I'm worried about his _____.
- The staff work hard and care a lot. The staff are _____.

7 Complete the sentences with a suitable word.

- When you are _____ to hospital, you are taken to a _____ for your stay.
- In hospital, patients are always _____ informed about their treatment.
- Staff in hospitals are _____ off their feet all the time.
- For the doctors and nurses, the patient's _____ is their _____ concern.
- There are more senior doctors than _____ doctors.
- Most patients have _____ confidence in the staff.
- Recuperation (or _____) usually takes place at home.
- When you have recovered sufficiently, you will be _____ from hospital with all the medicines you need for the first week.

8 ABOUT YOUR COUNTRY Do you know if the sentences in Exercise 7 are true for your country?

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TEST YOURSELF