

# 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

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

### 1 Form five phrases from words in the box.

of charge free care clinical strictly surgery trial cosmetic confidential health

### 2 Complete the sentences.

- 1 The patient has a rare illness, so she will need ..... treatment.
- 2 All medical treatment has to be strictly ..... between the doctor and patient.
- 3 Some cosmetic ..... is available on the National Health Service.
- 4 Go and see if the doctor will ..... something for that terrible cough.
- 5 What ..... I need urgent health ..... ? Where should I go?
- 6 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.
- 7 I asked the doctor to ..... me to a ..... because of my long-term problem with my skin.
- 8 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: <b>keep sb informed (about sth)</b>	self	the type of person you are: <b>my old self; my real self</b>
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 <b>senior</b>
miserable	very unhappy or uncomfortable	well-being	general health and happiness
		prime	main; most important: <b>a prime concern</b>

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

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

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

- 1 They didn't pay any attention to me.
- 2 They told me what was happening.
- 3 I was incredibly busy.
- 4 That's part of his true character.
- 5 She needs to spend time getting better.
- 6 I felt really unhappy and uncomfortable.
- 7 I'm worried about his general health and happiness.
- 8 The staff work hard and care a lot.

They took .....  
They kept .....  
I was rushed .....  
That's part of his .....  
She needs to .....  
I felt .....  
I'm worried about his .....  
The staff are .....

#### 7 Complete the sentences with a suitable word.

- 1 When you are ..... to hospital, you are taken to a ..... for your stay.
- 2 In hospital, patients are always ..... informed about their treatment.
- 3 Staff in hospitals are ..... off their feet all the time.
- 4 For the doctors and nurses, the patient's ..... is their ..... concern.
- 5 There are more senior doctors than ..... doctors.
- 6 Most patients have ..... confidence in the staff.
- 7 Recuperation (or ..... ) usually takes place at home.
- 8 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?

