

## Grammar Focus: Asking Questions Politely

Medical staff must ask **clear, accurate, and polite questions** to gather essential information — without making patients feel uncomfortable or rushed.

**Yes/No Questions.** These are used to confirm facts or check for symptoms.

**Structure:** [Auxiliary Verb] + [Subject] + [Main Verb] + (Rest)?

"Are you feeling any pain?"

"Have you taken any medication today?"

"Did the injury happen at work?"

**Wh- Questions.** Used to gather more detailed information.

**Structure:** [Wh-word] + [Auxiliary Verb] + [Subject] + [Main Verb] + (Rest)?

"**When** did the pain start?"

"**What** kind of pain is it — sharp, dull, or burning?"

"**Where** exactly does it hurt?"

**Using Modal Verbs for Politeness.** Using modals like "can," "could," "would," "may," makes questions sound more polite and professional.

Compare:

"What's your name?" → *direct*

"Could you tell me your name, please?" → *more polite*

### Common polite forms:

**Could you...?** "Could you describe the pain for me?"

**Would you mind...?** "Would you mind removing your jacket?"

**May I...?** "May I check your blood pressure now?"

### Pro Tips:

Add "**please**" or "**for me**" for warmth: "Can you lift your arm for me, please?"

**Soften direct questions** with polite phrases:

Instead of "Why didn't you come sooner?" → Try "What made you decide to come in today?"

## Polite Questions in the ER – Choose the Best Option

**Instructions:** Choose the question that sounds more appropriate and polite for speaking with a patient in the Emergency Room.

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- a) What's your problem?
- b) Could you tell me what brings you in today?

- ?

  - a) Where does it hurt, please?
  - b) Can you tell me where you're feeling pain?

?

- a) Did you take any medicine?
- b) Have you taken any medication today?

- ?

  - a) Can I check your pulse?
  - b) May I check your pulse, please?

?

- a) Why didn't you come earlier?
- b) When did you decide to come in?

- ?

  - a) Would you mind removing your shirt?
  - b) Take off your shirt, please.

?

- a) What kind of pain do you have?
- b) What kind of pain is it — sharp, dull, or burning?

- ?

  - a) Can you open your mouth, please?
  - b) Open your mouth now, please.

?

- a) Did it happen at home or work?
- b) Where were you when the accident happened?

- ?

  - a) Could you show me exactly where it hurts?
  - b) Where is the pain?

**Instructions:** Choose the correct WH-word to complete each question appropriately.

/ Where / When did the pain start?

/ What / Which kind of medication have you taken today?

/ How / Why did you injure your arm?

/ What / Who symptoms are you experiencing?