Making a Medical Appointment

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For your information ...

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This unit is intended to assist you in learning some of the language and topics of making a medical appointment. The content of this unit should not be taken as medical or legal advice.

Teacher supplemental materials following this unit include:
- Guide to Audio Tape
- Transcripts and Scripts, and
- Teacher scripts for activities.

The audio cassette used in the listening exercises is available through OTAN Products @ http://www.otan.us
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MAKING A MEDICAL APPOINTMENT

After these lessons, your students will be able to:

- investigate health care in their community
- schedule a medical appointment
- describe symptoms to a nurse or receptionist

These supplementary materials are available:

- audio tape
- teacher’s guide, with answer sheet, transcripts and reinforcement activities
A. Describe the pictures:
THE FIRST OBJECTIVE

INVESTIGATING HEALTH CARE

IN YOUR COMMUNITY
**B. Study these words.**

<table>
<thead>
<tr>
<th>word</th>
<th>definition</th>
<th>sentence</th>
</tr>
</thead>
<tbody>
<tr>
<td>advice</td>
<td>an opinion about what to do</td>
<td>Before you see a doctor, call the nurse to get medical advice.</td>
</tr>
<tr>
<td><strong>a clinic</strong></td>
<td>a place with free or low-cost medical services</td>
<td>The new health <strong>clinic</strong> offers low-cost services.</td>
</tr>
<tr>
<td><strong>an emergency</strong></td>
<td>a very dangerous situation</td>
<td>Call 911 if you have a medical <strong>emergency</strong>.</td>
</tr>
<tr>
<td>family planning</td>
<td>advice and help to plan the number of children in a family</td>
<td>They went to the <strong>family planning</strong> clinic because they don’t want more children.</td>
</tr>
<tr>
<td>health insurance</td>
<td>free or low-cost medical services given to employees</td>
<td>My <strong>health insurance</strong> pays for my eyeglasses.</td>
</tr>
<tr>
<td>word</td>
<td>definition</td>
<td>sentence</td>
</tr>
<tr>
<td>------------------</td>
<td>------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>health care</td>
<td>medical services</td>
<td><em>Canada has low-cost</em> <strong>medical care</strong> <em>for all its citizens.</em></td>
</tr>
<tr>
<td>immunization</td>
<td>a shot that prevents an illness</td>
<td><em>My daughter has had an</em> <strong>immunization</strong> <em>against German measles.</em></td>
</tr>
<tr>
<td>sliding scale</td>
<td>a system of different prices for the same services -- rich people pay more, and poor people pay less</td>
<td><em>The clinic has a</em> <strong>sliding scale</strong>. I pay less now because I lost my job.*</td>
</tr>
</tbody>
</table>
C. Match the word with its definition. See the example.

1. advice  
a system of different prices for the same services

2. health care  
a place with low-cost health services

3. clinic  
a shot to prevent disease

4. health insurance  
an opinion about what to do

5. immunization  
medical services

6. family planning  
medical services, especially given to employees

7. sliding scale  
advice to help plan when and how many children to have
D. Read the sentences. Circle the correct word for each sentence. See the example.

8. In the United States, pharmacists don’t usually give medical \textcolor{red}{\textit{advice}} / clinic to customers. Only nurses and doctors can do that.

9. We have four children and don’t want more. So we need \textcolor{red}{\textit{immunization}} / family planning.

10. If you have chest pains, it’s serious! Go to a(n) \textcolor{red}{\textit{emergency room}} / dental clinic.

11. I’m unhappy. My job doesn’t give me \textcolor{red}{\textit{health insurance}} / an emergency.

12. It’s important to take your children to a(n) \textcolor{red}{\textit{immunization}} / clinic to see a nurse or a doctor.

13. Keep your children healthy! Make sure they have all their \textcolor{red}{\textit{emergencies}} / immunizations.

14. Jennifer can afford counseling because clients pay on a medical care / sliding scale.

15. Listen to my \textcolor{red}{\textit{advice}} / family planning. See a doctor!
**REAL LIFE LISTENING**

*E. Read information about health agencies and the types of medical care they may offer. Ask your teacher about any words or ideas you don’t understand.*

<table>
<thead>
<tr>
<th>Agency</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Health Clinic</td>
<td>➢ primary health care&lt;br&gt;➢ childhood &amp; travel immunizations&lt;br&gt;➢ confidential HIV testing&lt;br&gt;➢ TB chest x-rays and treatment</td>
</tr>
<tr>
<td>County Dental Clinic</td>
<td>➢ dental cleaning&lt;br&gt;➢ tooth extraction</td>
</tr>
<tr>
<td>Community Health Clinic</td>
<td>➢ primary health care&lt;br&gt;➢ childhood immunizations&lt;br&gt;➢ confidential HIV testing&lt;br&gt;➢ TB chest x-rays and treatment</td>
</tr>
<tr>
<td>Planned Parenthood</td>
<td>➢ family planning&lt;br&gt;➢ advice for parents&lt;br&gt;➢ breast exams</td>
</tr>
</tbody>
</table>
F. Listen to a conversation about health care available in the community. Complete the blanks with the missing information. You may listen to the audio tape more than once.

<table>
<thead>
<tr>
<th>type of medical care</th>
<th>location</th>
<th>hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Primary Care Center</td>
<td>C Street</td>
<td>7:30 to 5</td>
</tr>
<tr>
<td>County Dental Clinic</td>
<td>Bowling Drive</td>
<td>7:40 or 12:30</td>
</tr>
<tr>
<td>Clinica Tepati</td>
<td>medical care</td>
<td>9 to 2</td>
</tr>
<tr>
<td>N.I.A. Birthing Project</td>
<td>sliding scale family planning</td>
<td>S Street</td>
</tr>
<tr>
<td>One Stop for Shots Clinic</td>
<td>free immunizations*</td>
<td>24th and Florin</td>
</tr>
</tbody>
</table>

The clinics and other health agencies above are just typical examples of what may be available in your community.

* immunizations are also called vaccinations or inoculations
**REAL LIFE SPEAKING**

**G. Practice these conversations.**

1. **Info:** Good afternoon. This is the Community Information Line. May I help you?
   **You:** Yes, thanks. I need a medication for my diabetes. Where can I get low-cost medical care?
   **Info:** You can go to the County Primary Care Center on C Street.
   **You:** Thanks.

2. **Info:** Good morning. Community Information Line.
   **You:** Hi. I am worried that I don’t have health insurance. Where can I go to get low-cost dental services?
   **Info:** You can go to the County Dental Clinic on Bowling Drive.
   **You:** Thank you.

3. **Info:** This is the Community Information Line. How may I help you?
   **You:** Hi. Where can I get counseling on a sliding scale?
   **Info:** You can go to Visions Unlimited on Franklin Boulevard.
   **You:** Thanks a lot.
H. This is pair practice asking and answering questions about the names and locations of community health agencies. Student A on this page; Student B on page 17.

Student A: You are a caller looking for health agencies. Ask the Information Line receptionist questions, such as: Where can I get low-cost medical care? Then write down the name and location of each agency. Remember not to look at your partner’s page.

<table>
<thead>
<tr>
<th>type of medical care</th>
<th>name of health agency</th>
<th>location of agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>low-cost medical care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>low-cost dental care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>emergency medical care</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Now switch roles. You are an Information Line receptionist. Give the caller answers, such as:

You can go to the N.I.A. Birthing Project on S Street.

<table>
<thead>
<tr>
<th>Confidential HIV testing</th>
<th>County Primary Care Center</th>
<th>C Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>family planning &amp; advice</td>
<td>N.I.A. Birthing Project</td>
<td>S Street</td>
</tr>
<tr>
<td>free immunizations</td>
<td>One Stop for Shots Clinic</td>
<td>24th and Florin</td>
</tr>
</tbody>
</table>
**Student B:** You are an Information Line receptionist. Give the caller answers, such as:
You can go to the County Primary Care Center on C Street. Remember not to look at your partner’s page.

<table>
<thead>
<tr>
<th>type of medical care</th>
<th>name of health agency</th>
<th>location of agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>low-cost medical care</td>
<td>County Primary Care Center</td>
<td>C Street</td>
</tr>
<tr>
<td>low-cost dental care</td>
<td>County Dental Clinic</td>
<td>Bowling Drive</td>
</tr>
<tr>
<td>emergency medical care</td>
<td>U.C. Davis Medical Center</td>
<td>Stockton Boulevard</td>
</tr>
</tbody>
</table>

Now switch roles. You are a caller looking for health agencies. Ask the Information Line receptionist questions, such as:
Where can I get confidential HIV testing?
Write down the name and location of each agency.

<table>
<thead>
<tr>
<th>type of medical care</th>
<th>name of health agency</th>
<th>location of agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>confidential HIV testing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>family planning and advice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>free immunizations</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
This story is about Angie. She needs to know more about the health care available in her community.

I. Read the story and discuss the questions that follow:

This is Angie. She is from China. She is 23 years old and lives with her aunt and uncle. She is studying 6 hours each day at an adult school. Her family supports her. She doesn’t have health insurance because she doesn’t have a job. She is worried.

A few days ago Angie woke up feeling like she was under water. Her ears were plugged up, and she felt like her head was full of cotton. She went to school hoping that she would feel better as the day went on. She didn’t.

In fact, by the next day, the pain was worse. Her head hurt so much! She couldn’t even go to class. She called a classmate and asked him to tell the teacher why she would be absent.

She wasn’t sure what to do. She couldn’t stand the pain much longer. Maybe it was an infection. She didn’t think she could pay to see a doctor, though. What could she do?

1. Why is Angie worried?
2. What should Angie do?
3. What would you do in this situation?
4. Are you worried about your health or about not having health care?
5. What are some health care agencies in your community?
J. Choose question 1 or question 2 below and write a short essay about yourself:

1. Have you ever been worried about your health or about not having health insurance? Describe your experience.

2. Do you have experience with any of the following agencies?
   - ☐ county health clinic
   - ☐ low-cost dental clinic
   - ☐ community health clinic
   - ☐ hospital
   - ☐ hospital emergency room
Describe your experience.
REAL LIFE EVALUATION

K. Your teacher will read information about local agencies. Circle the type of medical care offered at each one (you may circle more than one answer):

1. County Clinic
   a. emergency services
   b. TB chest x-rays
   c. primary care for children

2. County Hospital
   a. dental care for uninsured adults
   b. emergency medical care
   c. family planning

3. Community Clinic
   a. low-cost health care
   b. immunizations for international travel
   c. confidential HIV testing

4. Planned Parenthood
   a. pregnancy counseling
   b. family planning
   c. sliding scale dental care
REAL LIFE APPLICATION

L. Contact the County Clinic to find out about medical care in your area.

1. Choose the health service that interests you:

   - □ Low-cost childhood immunizations
   - □ Free confidential HIV testing
   - □ Immunizations for international travel
   - □ Sliding-scale dental care
   - □ Tuberculosis chest x-rays

2. Find the phone number of the county clinic near you. You may call for a Sacramento County Clinic at 916-874-9670 or 916-875-0802. If you are not in Sacramento county, you may go to a search engine such as www.google.com and search for your county name and “health clinic.”

3. Call the clinic and ask about the health service, and remember these questions to help you:

   Hello. Where can I get ____________________?
   What is the phone number?
   Where is it? or What’s the address?

4. Write the information below:

   Place: ________________________________
   Phone: ________________________________
   Location: _______________________________

5. Share this information with your class.
LESSON TWO: SCHEDULING A MEDICAL APPOINTMENT
A. Describe the pictures.
THE SECOND OBJECTIVE

SCHEDULING A MEDICAL APPOINTMENT
## WORDS WORK 2

### B. Study these words.

<table>
<thead>
<tr>
<th>word</th>
<th>definition</th>
<th>sentence</th>
</tr>
</thead>
<tbody>
<tr>
<td>an appointment</td>
<td>a specific time to meet someone</td>
<td>Tell your teacher if you have to leave class early for a medical appointment.</td>
</tr>
<tr>
<td>to conflict</td>
<td>to occur at the same time and you must choose one thing</td>
<td>I can’t go to the evening clinic because it conflicts with my night class.</td>
</tr>
<tr>
<td>to schedule</td>
<td>to plan when someone will do something</td>
<td>The receptionist scheduled my next dental appointment for very early in the morning – 7:00 am!</td>
</tr>
</tbody>
</table>
WORDS WORK PRACTICE 2

C. Circle the sentence with the same idea. Look at the example.

example: Please don’t schedule a medical appointment during class.

  a) Your class schedule should not be kept in your notebook.
  b) You should schedule doctor and dentist appointments for different days.
  c) It’s not good to have a medical appointment at the same time as your class.

1. Sachiko has a toothache, so she was glad she could change her dental appointment from tomorrow to today.
   a) Sachiko’s dentist didn’t answer the telephone.
   b) Sachiko will see her dentist today.
   c) Sachiko will see her dentist tomorrow.

2. Our company has good health insurance.
   a) Our company hires healthy people.
   b) Our company helps pay for medical services for employees.
   c) We are an insurance company.
3. I thought I didn’t have enough money to see a doctor, but the Neighborhood Clinic had a sliding scale, so it was okay.
   a) I have more money than most people at the Neighborhood Clinic.
   b) Because I don’t have much money, I will pay less money at the Neighborhood Clinic.
   c) The Neighborhood Clinic gives money to patients.

4. You have an appointment to get your teeth cleaned at 12:00 today, but it conflicts with a lunch date with a friend.
   a) You can’t get your teeth cleaned and have lunch with a friend at the same time.
   b) You can get your teeth cleaned and have lunch with a friend at the same time.
   c) Your friend is angry with you because your teeth are dirty.

5. Carol and Miguel just got married. They want to wait to have children, so they met with a family planning nurse.
   a) The nurse gave them advice about not having children now.
   b) The nurse talked to them about her large family.
   c) The nurse scheduled an appointment to meet Carol and Miguel’s family.
D. **Listen to these people making appointments. Write short answers.**

**Conversation 1**
Circle the day of his appointment: Monday Thursday Friday
What time is his appointment? ____________________________

**Conversation 2**
Circle the date of her appointment: 12\(^{th}\) 20\(^{th}\) 28\(^{th}\)
What time is her appointment? ____________________________

**Conversation 3**
Circle the day of her appointment: Tuesday Thursday Saturday
What time is her appointment? ____________________________

**Conversation 4**
Circle the date of his appointment: 12\(^{th}\) 20\(^{th}\) 28\(^{th}\)
What time is his appointment? ____________________________

**Conversation 5**
Circle the day of her appointment: Monday Tuesday Wednesday
What time is her appointment? ____________________________
E. With a partner, practice the dialogue below between a receptionist and a patient. Review the directions with your class.

**You, the receptionist, will:**
1. Greet the caller.
2. Offer an open time on the calendar.
3. After the patient says yes to a specific appointment, ask the patient’s name.
4. Write the patient’s name on the calendar.

**You, the patient, will:**
1. Ask for an appointment.
2. Think about the time of your class and say yes or no to the appointment.
3. Say your name.
4. Write down the date and time.

**One student will go to page 30 and the other to page 31.**


**Receptionist 1**

_F. You are the Downtown Clinic receptionist. You will ..._

- Greet the caller: **Hello. This is Downtown Clinic.**
- Offer an available time on the calendar: **Can you come in on Wednesday the 5th at 5:00?**
- After the patient says yes to a specific appointment, ask the patient’s name: **What is your name? How do you spell that?**
- Write the patient’s name on the doctor’s calendar.
- Remember not to look at your partner’s page.

<table>
<thead>
<tr>
<th>Doctor’s Calendar</th>
<th>Open Appointment Times</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday</strong></td>
<td><strong>Tuesday</strong></td>
</tr>
<tr>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>1:00</td>
<td>9:00</td>
</tr>
<tr>
<td>patient name:</td>
<td>patient name:</td>
</tr>
<tr>
<td>------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>11:00</td>
<td>3:00</td>
</tr>
<tr>
<td>patient name:</td>
<td>patient name:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>18</td>
</tr>
<tr>
<td>2:00</td>
<td>3:00</td>
</tr>
<tr>
<td>patient name:</td>
<td>patient name:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

_Look at your partner’s page. Compare answers. When you’re finished, it’s time to switch roles. Go to page 33. You will be Patient 2._
Patient 1

G. You are calling the clinic to make medical appointments. You, as the patient, will ...

- Ask for an appointment:
  - Hello. I need to make an appointment.
- Think about the time of your class (see the times below) and say yes to the appointment:
  - Yes. That sounds good.
  - OR
  - Say no if it conflicts with your class time:
  - No, sorry. I can’t. Is there another time?
- Say your name (from the list below):
  - My name is Aziza Said.
- Write down the date and time.

<table>
<thead>
<tr>
<th>“your” name &amp; class time</th>
<th>date</th>
<th>time</th>
<th>OK with schedule?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Aziza Said</td>
<td>5th</td>
<td>5:00</td>
<td>yes</td>
</tr>
<tr>
<td>(in class 8 – 11 am, every day)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
<tr>
<td>2. Damanjit Kaur</td>
<td></td>
<td></td>
<td>yes</td>
</tr>
<tr>
<td>(in class 8 – 11 am, every day)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
<tr>
<td>3. Janet Pan</td>
<td></td>
<td></td>
<td>yes</td>
</tr>
<tr>
<td>(in class 8 – 10 am, every day)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
<tr>
<td>4. Galina Cherney</td>
<td></td>
<td></td>
<td>yes</td>
</tr>
<tr>
<td>(in class 11:30 – 2:30, every day)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
<tr>
<td>5. Inna Krasnov</td>
<td></td>
<td></td>
<td>yes</td>
</tr>
<tr>
<td>(in class 6 – 9 pm, Mondays and Wednesdays)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
<tr>
<td>6. Juan Brambila</td>
<td></td>
<td></td>
<td>yes</td>
</tr>
<tr>
<td>(in class 6 – 9 pm, Tuesdays and Thursdays)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
</tbody>
</table>

Look at your partner’s page. Compare answers. When you’re finished, it’s time to switch roles. Next you will be Receptionist 2 on page 32.
Receptionist 2

You are the Downtown Clinic receptionist. You will ...

- Greet the caller: Hello. This is Downtown Clinic.
- Offer an available time on the calendar: Can you come in on Wednesday the 12th at 10:00?
- After the patient says yes to a specific appointment, ask the patient’s name: What is your name? How do you spell that?
- Write the patient’s name on the doctor’s calendar.
- Remember not to look at your partner’s page.

<table>
<thead>
<tr>
<th>Doctor’s Calendar</th>
<th>Open Appointment Times</th>
</tr>
</thead>
<tbody>
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<tr>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>1:00</td>
<td>9:00</td>
</tr>
<tr>
<td>patient name:</td>
<td>patient name:</td>
</tr>
<tr>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>8:00</td>
<td>11:00</td>
</tr>
<tr>
<td>patient name:</td>
<td>patient name:</td>
</tr>
<tr>
<td>17</td>
<td>18</td>
</tr>
<tr>
<td>2:00</td>
<td>3:00</td>
</tr>
<tr>
<td>patient name:</td>
<td>patient name:</td>
</tr>
</tbody>
</table>

H. Look at your partner’s pages to check your answers.
**Patient 2**

*You are calling the clinic to make medical appointments. You, as the patient, will ...*

- Ask for an appointment: **Hello. I need to make an appointment.**
- Think about the time of your class (see the times below) and say yes to the appointment: **Yes. That sounds good.**
  - OR
  - Say no if it conflicts with your class time: **No, sorry. I can't. Is there another time?**
- Say your name (from the list below): **My name is Kou Sau.**

<table>
<thead>
<tr>
<th>“your” name &amp; class time</th>
<th>date</th>
<th>time</th>
<th>OK with schedule?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Kou Sau</td>
<td>12th</td>
<td>10 am</td>
<td>yes</td>
</tr>
<tr>
<td>(in class 6 – 9 pm, Mondays and Wednesdays)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
<tr>
<td>2. Lily Reyes</td>
<td></td>
<td></td>
<td>yes</td>
</tr>
<tr>
<td>(in class 8 – 10 am, every day)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
<tr>
<td>3. Malina Trung</td>
<td></td>
<td></td>
<td>yes</td>
</tr>
<tr>
<td>(in class 11:30 – 2:30, every day)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
<tr>
<td>4. Nick Meila</td>
<td></td>
<td></td>
<td>yes</td>
</tr>
<tr>
<td>(in class 4:30 – 7:30 pm, Tuesdays, Wednesdays and Thursdays)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
<tr>
<td>5. Olga Ivanov</td>
<td></td>
<td></td>
<td>yes</td>
</tr>
<tr>
<td>(in class 8 – 11 am, every day)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
<tr>
<td>6. Peter Wong</td>
<td></td>
<td></td>
<td>yes</td>
</tr>
<tr>
<td>(in class 6 – 9 pm, Tuesdays and Thursdays)</td>
<td></td>
<td></td>
<td>no</td>
</tr>
</tbody>
</table>

**H. Look at your partner’s pages to check your answers.**
**GRAMMAR RULES**

To schedule an appointment, you need to talk about dates, days and times. The prepositions *in, on* and *at* can help you.

### I. Study the sample sentences.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>in</strong></td>
<td><strong>decade</strong></td>
<td>He spent some time in the hospital <em>in</em> the 1990’s.</td>
</tr>
<tr>
<td><strong>year</strong></td>
<td></td>
<td>I had surgery <em>in</em> 2002.</td>
</tr>
<tr>
<td><strong>month</strong></td>
<td></td>
<td>Rajinder made an appointment <em>in</em> May.</td>
</tr>
<tr>
<td><strong>on</strong></td>
<td><strong>date</strong></td>
<td>Ramin is seeing his dentist <em>on</em> June 3rd.</td>
</tr>
<tr>
<td><strong>day</strong></td>
<td></td>
<td>Can you go to your appointment <em>on</em> Monday?</td>
</tr>
<tr>
<td><strong>at</strong></td>
<td><strong>specific time</strong></td>
<td>Herman needs to see his doctor <em>at</em> 3 p.m. or later.</td>
</tr>
</tbody>
</table>
J. **Fill in each blank with in, on or at. Then practice the short conversations with a partner.**

1. a. I need to make an appointment.
   b. Can you come **on** Monday **at** 9:00?

2. a. Can I make an appointment **on** Saturday?
   b. I’m sorry. Our Saturday appointments are filled up for this month. How about a Saturday **on** November?

3. a. Hi. I’d like to make an appointment.
   b. Can you come **on** Tuesday **at** 3:30?

4. a. I need to make an appointment.
   b. We don’t have any today, but how is tomorrow **on** noon?

5. a. Hello. I want to make an appointment with a doctor.
   b. How is an appointment **on** Wednesday **at** 4:00?

6. a. I need to make an appointment **on** Thursday.
   b. We don’t have any time **on** that day. How about an appointment **on** Friday?
   a. That would be fine. **On** what time?
   b. **At** 7:30 in the morning, if that’s not too early.

7. a. I want to schedule another appointment for next month.
   b. You want an appointment **on** June?
   a. Yes.
   b. I’m sorry we don’t have any appointments **on** June. Would an appointment **on** July be alright?
   a. Sure. That would be okay.
Angie didn’t have health insurance, but she did find a community health clinic in her city.

Her head and ears felt worse. She wanted to say, “No problem. In time it will be better,” but her aunt said, “Don’t wait.”

She looked up the clinic’s phone number in the telephone book. She was nervous. Did she know what to say? Would they understand her on the phone? Would she understand? But she decided her health was very important, so she called the clinic.

Angie said, “Hello. I need to make an appointment.” The receptionist asked her about her symptoms and then asked, “How is an appointment on Monday at 3:15?”

Angie answered, “Yes. I will be there on Monday at 3:15.”

“Good. Please come 30 minutes early.”

“2:45?”

“Yes, that will be fine. And what is your name?”

“My name is Angie Zheng.”
REAL LIFE WRITING 2

L. Write your answers to the questions below. Then check and discuss your answers with a partner.

1. Why did Angie’s aunt tell her not to wait? ______________
   ______________________________________________________________________
   ______________________________________________________________________

2. Why did Angie NOT want to call the clinic? ______________
   ______________________________________________________________________
   ______________________________________________________________________

3. Do you ever feel nervous about speaking English on the phone? Why or why not? ______________
   ______________________________________________________________________
   ______________________________________________________________________

4. Have you ever scheduled a medical appointment on the telephone? Did you do it in English? Describe your experience:
   ______________________________________________________________________
   ______________________________________________________________________
   ______________________________________________________________________
   ______________________________________________________________________
   ______________________________________________________________________
   ______________________________________________________________________
REAL LIFE EVALUATION 2

M. Listen to your teacher. She will tell you about several available appointment times. Look at your class time. Circle a time that doesn’t conflict with your class.

1. You have class Monday through Friday, from 8 am to 11 am. Circle the available appointment time that’s best for you:

<table>
<thead>
<tr>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:00 - doctor</td>
<td>8:00 - doctor</td>
<td>10:30 - doctor</td>
</tr>
<tr>
<td>10:00 - doctor</td>
<td>1:45 - doctor</td>
<td>11:45 - doctor</td>
</tr>
<tr>
<td>2:30 - doctor</td>
<td>5:00 - doctor</td>
<td>4:00 - doctor</td>
</tr>
</tbody>
</table>

2. You have class Monday through Friday, from 11:30 am to 2:30 pm. Circle the available appointment time that’s best:

<table>
<thead>
<tr>
<th>Friday</th>
<th>Thursday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>22</td>
<td>23</td>
</tr>
<tr>
<td>9:00 - doctor</td>
<td>8:30 - doctor</td>
<td>8:30 - doctor</td>
</tr>
<tr>
<td>10:00 - doctor</td>
<td>12:00 - doctor</td>
<td>9:00 - doctor</td>
</tr>
<tr>
<td>12:30 - doctor</td>
<td>2:00 - doctor</td>
<td>1:00 - doctor</td>
</tr>
</tbody>
</table>

3. You have class Monday through Friday, from 8 am to 10 am. Circle the available appointment time that’s best for you:

<table>
<thead>
<tr>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Monday</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>8:30 - doctor</td>
<td>8:00 - doctor</td>
<td>9:15 - doctor</td>
</tr>
<tr>
<td>10:45 - doctor</td>
<td>10:45 - doctor</td>
<td>11:00 - doctor</td>
</tr>
<tr>
<td>12:00 - doctor</td>
<td>12:00 - doctor</td>
<td>11:15 - doctor</td>
</tr>
</tbody>
</table>
N. **Apply what you’ve learned to the real world. Is it time to make a doctor’s or dental appointment for you or someone in your family? Call your dentist or doctor. Remember these phrases to help you.**

![Image of a woman on the phone]

```
Hello. I’d like to make an appointment.

No, sorry. I can’t. Is there another time?

Sure, that sounds good.
```

O. **Write information about your appointment below.**

<table>
<thead>
<tr>
<th>day:</th>
<th>date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>time:</td>
<td>doctor:</td>
</tr>
<tr>
<td></td>
<td>______________________</td>
</tr>
<tr>
<td></td>
<td>patient:</td>
</tr>
<tr>
<td></td>
<td>______________________</td>
</tr>
</tbody>
</table>

LESSON THREE: DESCRIBING SYMPTOMS
A. Describe the pictures.
THE THIRD OBJECTIVE

DESCRIBING SYMPTOMS

TO A NURSE OR RECEPTIONIST
### B. Study these words

<table>
<thead>
<tr>
<th>word</th>
<th>definition</th>
<th>sentence</th>
</tr>
</thead>
<tbody>
<tr>
<td>achy</td>
<td>having a low, continuous pain</td>
<td>My arm feels all <strong>achy</strong>. I think I played too much tennis today.</td>
</tr>
<tr>
<td>a diagnosis</td>
<td>a finding or opinion about a disease</td>
<td>I don’t know why I am sick. I need a doctor’s <strong>diagnosis</strong>.</td>
</tr>
<tr>
<td>diarrhea</td>
<td>the condition you have when your bowels empty often and in a liquid form</td>
<td>He spent all night in the bathroom with terrible <strong>diarrhea</strong>.</td>
</tr>
<tr>
<td>dizzy</td>
<td>feeling like everything is spinning around and you may fall</td>
<td>I have to sit down! I feel so <strong>dizzy</strong>!</td>
</tr>
<tr>
<td>nauseated</td>
<td>feeling like you're going to bring up food from your stomach through your mouth</td>
<td>Feeling <strong>nauseated</strong>, tired and achy are common symptoms of the flu.</td>
</tr>
<tr>
<td>a rash</td>
<td>redness on the skin, caused by illness or allergy</td>
<td>Why is your arm red there?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>It’s an allergic <strong>rash</strong>.</td>
</tr>
<tr>
<td>word</td>
<td>definition</td>
<td>sentence</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>a symptom</strong></td>
<td>a physical sign of an illness or a health problem</td>
<td>Thirst is a common <strong>symptom</strong> of diabetes.</td>
</tr>
<tr>
<td><strong>throbbing</strong></td>
<td>pulsing like a heartbeat, usually painful</td>
<td>My back is <strong>throbbing</strong> with pain.</td>
</tr>
<tr>
<td><strong>to throw up</strong></td>
<td>to bring up food from your stomach through your mouth</td>
<td>My daughter has been <strong>throwing up</strong> because she has the flu.</td>
</tr>
</tbody>
</table>
C. **Circle the sentence with the same idea. Look at the example.**

**example:** Veasna went to the bathroom because she had to throw up.

- a) Veasna didn’t keep food in her stomach.
- b) Veasna had an appointment.
- c) Veasna couldn’t sleep.

1. Juan had a cut on his hand that was throbbing and red. These are symptoms of infection, so Juan went to the clinic.
   - a) Juan’s hand was getting a better color at the clinic.
   - b) Juan went to the clinic because his symptoms were bad.
   - c) The clinic gave Juan a red medicine for his hand.

2. Rajinder ran out of the living room because she had to throw up.
   - a) Rajinder couldn’t sleep.
   - b) Rajinder couldn’t keep food in her stomach.
   - c) Rajinder remembered she was late for an appointment.

3. Soo Li feels dizzy when she has a sinus headache.
   - a) Soo Li is afraid of having a bad headache.
   - b) Soo Li doesn’t stand up well when she has a bad headache.
   - c) Soo Li falls down a lot.
4. Jana feels nauseated when she drives on a mountain road.
   a) Jana throws up a lot.
   b) Jana sometimes feels like throwing up.
   c) Jana doesn’t like to drive.

5. Gina is very happy that she’s going to have a baby, but she’s been throwing up every morning.
   a) Gina needs immunizations. She is very ill.
   b) Gina is getting ready for the baby. She has been cleaning her house every day.
   c) Pregnancy is making Gina feel nauseated.

6. My husband got a rash after he ate seafood. His doctor’s diagnosis is allergy.
   a) He gets red spots on his skin when he eats seafood.
   b) My husband is a cook for doctors. They are giving him more money.
   c) His doctor advises him to eat a lot of seafood because it’s healthy.

7. It’s embarrassing to go to school when I have diarrhea. I leave the class too many times.
   a) I don’t like leaving the classroom often to go to the bathroom.
   b) I keep a journal about my health. I write in it too often in class.
   c) I have to drop my class because I’m pregnant.
D. Study her symptoms:

I’ve been feeling very thirsty all the time.

I’ve been feeling nauseated.

I’ve been sneezing all the time.

My head has been throbbing.

I have been having diarrhea.

I’ve been feeling really achy.

I’ve been feeling very thirsty all the time.

I’ve been feeling nauseated.
E. *Listen again to these patients, and write their symptoms (short answers are okay).*

**Conversation 1**

What is Yogi’s symptom?  


**Conversation 2**

What is Rajinder’s symptom?  


**Conversation 3**

What is Duoc’s symptom?  


**Conversation 4**

What is Igor’s symptom?  


**Conversation 5**

What is Mehrnaz’s symptom?  


Someone asks you “How have you been feeling?” What will you answer? Have you been feeling tired? Achy? Sick? Nauseated?

**F. Move around the room. Ask and answer the question. Write your classmate’s names and symptoms below.**

<table>
<thead>
<tr>
<th>name</th>
<th>How have you been feeling?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Present Perfect Progressive is used to describe an action that began in the past and continues in the present. You can use it to explain the amount of time (3 weeks or 5 hours) that you have had a symptom. This may be important for a receptionist or a doctor to know. For example:

- My elbow has been burning and throbbing with pain for months.
- He’s been having diarrhea since this morning.
- She has been waiting for a diagnosis from her doctor. She’s worried about her bad cough.
- I have not been sleeping well for a few days.
- They’ve been throwing up all night.

**G. Study the diagram below:**

<table>
<thead>
<tr>
<th>subject</th>
<th>have / has</th>
<th>been</th>
<th>verb + ing</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>have</td>
<td>been</td>
<td>coughing</td>
</tr>
<tr>
<td>You</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>We</td>
<td></td>
<td></td>
<td>for three hours.</td>
</tr>
<tr>
<td>They</td>
<td></td>
<td></td>
<td>since 3:15.</td>
</tr>
<tr>
<td>He</td>
<td></td>
<td></td>
<td>for a long time!</td>
</tr>
<tr>
<td>She</td>
<td>has</td>
<td></td>
<td></td>
</tr>
<tr>
<td>It</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
H. Rearrange these sentence parts to make correct sentences. The first is done as an example:

1. been coughing / He has / all morning.
   He has been coughing all morning.

2. my symptoms / been writing down / for a week. / I’ve

3. has had / Rigoberto / since he got the flu. / an achy body

4. paying for private insurance / We have / since 2002. / been

5. filling out / I have / my Medi-Cal application / been / for an hour.

6. since I started taking the new medication. / been / I’ve / feeling better
Making a Medical Appointment

Lesson Three

7. been throbbing with pain / for two days. / Mario’s head / has

8. has been / She / since she swam yesterday. / feeling dizzy

9. for / has been / Angie / three years. / eating better

10. all our lives. / has been / Our mother / giving us medical advice

The Present Perfect Progressive can be useful in answering the important question, “How long have you been feeling this way?”

Student Workbook 52

See your class grammar textbook for more practice!
1. Read the dialogue between Angie and a clinic receptionist. Answer the questions and then discuss the answers with your classmates.

| Clinic: Hello. Uptown Community Clinic. How can I help you? |
| Angie: Hello. I need to make an appointment. |
| Clinic: All right. What’s the problem? |
| Angie: I’ve been feeling sick for a few days. |
| Clinic: And what are your symptoms? |
| Angie: My ears are all plugged up. I have a throbbing headache. And I feel achy all over. |
| Clinic: I’m sorry to hear that. What’s your name? |
| Angie: Angie Lee. |
| Clinic: Can you come in on Tuesday at 5:30? |
| Angie: I’m sorry. Is there an appointment sooner? |
| Clinic: Sure. How is Monday at 3:15 for you? |
| Angie: That sounds great. I’ll be there on Monday at 3:15. |
| Clinic: Come 30 minutes early to fill out a medical history form. |
| Angie: I will. Thanks. |
| Clinic: You’re welcome. |

1. What are Angie’s symptoms?
2. How long has she been having these symptoms?
3. When will Angie’s appointment be?
4. At what time will Angie arrive for her appointment? Why?
Making a Medical Appointment

REAL LIFE WRITING 3

J. Now fill in the dialogue with your own ideas.

a. Hello. Gerber Road Clinic. How can I help you?

b. Hi. I need to make an appointment.

a. All right. What is the problem?

b. ________________________________.

a. And what are your symptoms?

b. ________________________________.

a. What is your name?

b. ________________________________.

a. How do you spell that?

b. ________________________________.

a. How about an appointment at _____ on ____________?

b. ________________________________. That appointment doesn’t conflict with my class. Thanks.

K. Practice the dialogue with a partner.
**REAL LIFE EVALUATION 3**

L. *Your teacher will read about the symptoms of a woman. Circle her symptoms. Circle just one symptom for each letter (or part of her body).*

a. **She’s been**
   1. having a throbbing headache.
   2. feeling dizzy.
   3. not sleeping lately.

b. **Also,**
   1. her nose has been running.
   2. she has been sneezing a lot.
   3. she’s had a rash on her face.

c. **She has**
   1. a burning pain in her wrist.
   2. a red rash on her arms.
   3. an achy body.

d. **She’s been**
   1. feeling nauseated.
   2. having diarrhea.
   3. throwing up.
REAL LIFE APPLICATION 3

Is it time to make a doctor or dental appointment for you or someone in your family? You can describe your symptoms to a receptionist, nurse or doctor. Or go to the web site “My Electronic MD.”

M. **Think of some symptoms that you have now or that you had in the past. On a computer, follow the instructions below.**

2. Click on “Start Online Screening”:

   ![Start Online Screening](image)

3. Click on your gender: Female or Male.
4. Click on the part of the body of the symptom: Abdomen, Arm, Back, etc.
5. Click on symptoms until you see a list of possible illnesses and conditions.
6. Remember that this information is only for educational purposes. This is not an actual diagnosis.
7. Happy researching!
This unit contains much information on general medical services available in your community. Below is a list of agencies providing other medical-related services.

**community resource information hotline**
- Infoline Sacramento
  - 916.498.1000 or TDD 916.446.1434
  - Lao, Mien and Spanish are spoken & most other languages

**emergency medical services**
- UCD Medical Center’s Emergency Room
  - 2315 Stockton Boulevard, Sacramento
- Methodist Hospital Emergency Room
  - 7500 Timberlake Drive, Sacramento

**family planning and pregnancy counseling**
- Planned Parenthood -- Fruitridge Center
  - 916.452.7305 or 800.230.PLAN
  - walk-ins accepted at 5385 Franklin Blvd., Suite A

**family and marital counseling**
- Visions Unlimited, Inc.
  - 916.393.2203
  - sliding scale
  - Hmong, Lao, Spanish and Vietnamese are spoken
- South Sacramento Counseling Center
  - 916.427.5208
  - sliding scale

**child abuse reporting**
- Child Protective Services
  - 916.875.KIDS or 874.4001 for emergency home visit

**hospice care**
- California Hospice & Palliative Care Association
  - www.calhospice.org
Teacher Materials

Guide to Audio Tape
Transcripts and Scripts
Scripts for Activities
Guide to Audio Tape for Building Blocks: English for the Community, Making A Medical Appointment (IL)

The tape’s total time is about 8 minutes.

<table>
<thead>
<tr>
<th>audio tape</th>
<th>activity name and page</th>
<th>time</th>
<th>notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>first segment</td>
<td>RLL page 14</td>
<td>2 minutes, 30 seconds</td>
<td></td>
</tr>
<tr>
<td>second segment</td>
<td>RLL2 page 28</td>
<td>3 minutes, 10 seconds</td>
<td>The oral and written instructions differ.</td>
</tr>
<tr>
<td>third segment</td>
<td>RLL3 page 48</td>
<td>2 minutes, 15 seconds</td>
<td>This is identical to the 2nd segment but without instructions.</td>
</tr>
</tbody>
</table>

Guide to Transcripts and Scripts for Building Blocks: English for the Community, Making A Medical Appointment (IL)

<table>
<thead>
<tr>
<th>activity name and page</th>
<th>audio tape</th>
<th>audio tape time</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Real Life Listening, p. 14</td>
<td>first segment</td>
<td>2 minutes, 30 seconds</td>
<td>transcript</td>
</tr>
<tr>
<td>Real Life Evaluation, p. 20</td>
<td></td>
<td>script</td>
<td></td>
</tr>
<tr>
<td>Real Life Listening 2, p. 28</td>
<td>second segment</td>
<td>3 minutes, 10 seconds</td>
<td>transcript</td>
</tr>
<tr>
<td>Real Life Evaluation 2, p. 38</td>
<td></td>
<td>script</td>
<td></td>
</tr>
<tr>
<td>Real Life Listening 3, p. 48</td>
<td>second segment</td>
<td>2 minutes, 15 seconds</td>
<td>transcript</td>
</tr>
<tr>
<td>Real Life Evaluation 3, p. 55</td>
<td></td>
<td>script</td>
<td></td>
</tr>
</tbody>
</table>
Listen to a conversation about health care available in the community. Complete the blanks with the missing information. You may listen to the audio tape more than once.

A  Good morning.  This is the County Information Center.  How can I direct your call?
B  Yes, good morning.  I have questions about medical services.
A  All right.  I can try to answer your questions.
B  Thanks.  I need a dentist.  Does the county have a dentist?
A  Yes, the County Dental Clinic is on Bowling Drive.  They provide some dental services like pulling teeth and filling cavities.
B  Bowling Drive?  B-O-W-L-I-N-G?
A  Yes, that's right.  And you can drop in at 7:40 in the morning or 12:30 in the afternoon.
B  Only those two times?  Just 7:40 or 12:30?
A  Yes, that's right.  Those are the two check-in times.
B  Oh, I see.  And how about medical services?
A  Well, you can go to a county clinic or a community clinic.
B  Oh, okay.
A  County medical services are provided at the County Primary Care Center on C Street.  And, also, on C Street is a community clinic, Clinica Tepati.
B  They're both on C Street?
A  Yes, they are.
B  What are the hours for Clinica Tepati?
A 9 am to 2 pm. But if all you need is immunizations for your children, you can get them for free at the One Stop for Shots Clinic in the evenings from 5 to 9.

B Where is One Stop?
A It's on the corner of 24th and Florin.
B On 24th Street and Florin Street. Great. Where could I go for family planning?
A You can go to the N.I.A. Birthing Project on S Street.
B Oh, okay. Is that N.I.A.?
A Yeah, the N.I.A. Birthing Project. It's open from 9 to 5 and closed 2 hours at lunch.
B Sorry. What are the open hours again?
A 9 am to 12 noon and 2 to 5.
B Great. Thanks a lot.
A Sure thing. Have a nice day.
B You, too.
Read to the students:

1. The county health clinic provides both free and low cost medical services for the community. There are several locations throughout the community which offer primary health care for adults and children. They also do all kinds of health screening, including TB chest x-rays.

2. At the county hospital, you can find many kinds of medical services, including primary health care for adults and children. If you’re expecting a baby, you can also find family planning services and prenatal care. And, very importantly, the county hospital has an ER for 24-hour emergency medical services.

3. The community clinic is a good place to go for STD testing because your results remain private. So, for example, one can go the community clinic for confidential HIV testing. In addition to health testing and screening services, the community clinic offers free or low-cost medical services to anyone in the community.

4. Planned Parenthood is another excellent community resource for health services; however, the focus at this agency is on family planning, pregnancy counseling and prenatal care.

Please repeat up to three times.

Answers:
1. b & c
2. b & c
3. a & c
4. a & b
Let’s learn about making medical appointments. Have you made a medical appointment in English? Listen to these people making appointments and answer the questions. Short answers are okay. Be sure you understand these words before you begin: achy, appetite, available, conflict, influenza, flu, insomnia, sick to my stomach, sneeze, thirsty.

**Conversation 1**

RECEPTIONIST: Hello. This is the Clinica Tepati. May I help you?
YOGI: Hi. I’d like to make an appointment.
RECEPTIONIST: Alright. What are your symptoms?
YOGI: I’ve been feeling very thirsty. I want to drink water all the time.
RECEPTIONIST: Can you come in this Friday at 3:30?
YOGI: Yes, I can. Thanks.

**Conversation 2**

RECEPTIONIST: Good morning. This is the South City Clinic. How can I help you?
RAJINDER: I need to make an appointment.
RECEPTIONIST: Okay. Why do you feel you need an appointment?
RAJINDER: I’ve been feeling sick to my stomach. I have no appetite at all.
RECEPTIONIST: We don’t have any appointments this week, but how about the 20th at noon?
RAJINDER: That sounds good. Thanks.
**Conversation 3**

RECEPTIONIST: Good afternoon. This is the Effort Medical Clinic.
DUOC: Hello. I want to make an appointment with a doctor.
RECEPTIONIST: What’s wrong?
DUOC: I’ve been sneezing and have a runny nose all the time. Maybe I have the flu.
RECEPTIONIST: I’m not sure, but you can have an appointment with a nurse practitioner on Thursday.
DUOC: No, I’m sorry. I have a conflict. I can’t make it on a week day. Are there any weekend appointments?
RECEPTIONIST: Sure. How is Saturday at 11:00?
DUOC: Perfect. Thank you.

**Conversation 4**

RECEPTIONIST: This is the Meadowview Clinic. How may I direct your call?
IGOR: Hi. I need to make an appointment. I’ve been feeling really achy.
RECEPTIONIST: No problem. How is the 12th at 1:00 for you?
IGOR: I have a class at that time. Is it possible to have an appointment earlier in the day?
RECEPTIONIST: There’s an open time at 8:00. Will that work?
IGOR: Yes. I’ll be there.

**Conversation 5**

RECEPTIONIST: Molina Medical Clinic. How can I help you?
MEHRNAZ: Can I make an appointment?
RECEPTIONIST: What’s the problem?
MEHRNAZ: I’ve been having insomnia. I can’t sleep.
RECEPTIONIST: Are you available on the 13th at 2:00?
MEHRNAZ: Which day is the 13th?
RECEPTIONIST: That’s Monday.
MEHRNAZ: Sure, I can make it.
RECEPTIONIST: Good. I’ll see you then.
Read the instructions for question #1:
1. There are several appointment times available. You can choose from three. Tuesday at 10 am is open. If that doesn’t work for you, can you come in on Wednesday at 8:00 or at Thursday at 4:00?

Read the instructions for question #2:
2. Can you come in on Friday at 12:00 or 2:00? Or can you come in on the weekend? Because the doctor can see you on Saturday at one.

Read the instructions for question #3:
3. The doctor has only a few open times. On the fourth, he can see you at 10:45. Or, if that doesn’t work for you, can you come in on the 5th at 8:30? Or on the 6th at 8?

Please repeat up to three times. Give students plenty of time, also to absorb the different schedules for each of the 3 questions.

Only the appointment times you read are REAL. So the student HAVE to listen to you to have the answer.

Answers:
1. Thursday 4:00 
2. Saturday 1:00 
3. 4th 10:45
Conversation 1
RECEPTIONIST: Hello. This is the Clinica Tepati. May I help you?
YOGI: Hi. I’d like to make an appointment.
RECEPTIONIST: Alright. What are your symptoms?
YOGI: I’ve been feeling very thirsty. I want to drink water all the time.
RECEPTIONIST: Can you come in this Friday at 3:30?
YOGI: Yes, I can. Thanks.

Conversation 2
RECEPTIONIST: Good morning. This is the South City Clinic. How can I help you?
RAJINDER: I need to make an appointment.
RECEPTIONIST: Okay. Why do you feel you need an appointment?
RAJINDER: I’ve been feeling sick to my stomach. I have no appetite at all.
RECEPTIONIST: We don’t have any appointments this week, but how about the 20th at noon?
RAJINDER: That sounds good. Thanks.

Conversation 3
RECEPTIONIST: Good afternoon. This is the Effort Medical Clinic.
DUOC: Hello. I want to make an appointment with a doctor.
RECEPTIONIST: What’s wrong?
DUOC: I’ve been sneezing and have a runny nose all the time. Maybe I have the flu.
RECEPTIONIST: I’m not sure, but you can have an appointment with a nurse practitioner on Thursday.
DUOC: No, I’m sorry. I have a conflict. I can’t make it on a weekday. Are there any weekend appointments?
RECEPTIONIST: Sure. How is Saturday at 11:00?
DUOC: Perfect. Thank you.
**Conversation 4**

**RECEPTIONIST:** This is the Meadowview Clinic. How may I direct your call?

**IGOR:** Hi. I need to make an appointment. I’ve been feeling really achy.

**RECEPTIONIST:** No problem. How is the 12th at 1:00 for you?

**IGOR:** I have a class at that time. Is it possible to have an appointment earlier in the day?

**RECEPTIONIST:** There’s an open time at 8:00. Will that work?

**IGOR:** Yes. I’ll be there.

**Conversation 5**

**RECEPTIONIST:** Molina Medical Clinic. How can I help you?

**MEHRNAZ:** Can I make an appointment?

**RECEPTIONIST:** What’s the problem?

**MEHRNAZ:** I’ve been having insomnia. I can’t sleep.

**RECEPTIONIST:** Are you available on the 13th at 2:00?

**MEHRNAZ:** Which day is the 13th?

**RECEPTIONIST:** That’s Monday.

**MEHRNAZ:** Sure, I can make it.

**RECEPTIONIST:** Good. I’ll see you then.
Read to the students:

This young lady has not been feeling well at all lately. She’s been having a throbbing headache. Sometimes it’s better and sometimes it’s worse, but the pain-killers her doctor gave her aren’t helping much. Also, if the headache weren’t bad enough, she can’t stop sneezing. She wonders if it’s allergies, but she thinks it may be a cold or the flu. She also feels achy all over her body, which has been getting worse over the last few days. And, to top it off, she’s been feeling nauseated. She hasn’t been throwing up, so she’s glad for that at least.

Answers:
1. b & c  2. b & c  3. a & c  4. a & b