Unit 2: Health Care

1. Healthy habits
2. Healthy diets
3. Unhealthy habits
4. Story: unhealthy American habits
5. Story comprehension questions
6. More vs. less/ too much vs. not enough
7. Symptoms and illness
8. Dialogue: an illness
9. Describing pain
10. Dialogue: illnesses and symptoms
11. Describing symptoms
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13. Dialogue: calling in sick
14. Prevention/ frequency
15. Story: Bao’s health
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20. Taking medicine
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22. Medicines and common illnesses
23. Side-effects
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41. When and what questions
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44. Insurance and payment
45. Cultural comparisons
46. Could vs. should and health options
47. Clinics vs. hospitals
48. Types of health care
49. Health care vocabulary matching
50. Stress
51. Solutions to stress

**Materials:** medical waiver form, body parts flash cards, local health care directory or pamphlets, sample prescriptions and over the counter medications, appointment cards,

**Additional Activities:**
Find affordable health care resources (phonebook)
Guest speaker from a health care clinic
Journal of healthy habits
Cultural sharing of health care methods and strategies
Lesson Topic: Healthy Habits

Objectives: Identify and describe different types of healthy habits.

ESL Level: High beginning

Grammar: forms questions using “does.”

Vocabulary:
- Healthy habits
- exercise
- diet
- enjoy

Teacher notes:
- Warm-up: Pass out the worksheet. Point to each picture and say the vocabulary word. Discuss what types of housing each student lives in.
- Read the paragraph out loud to your class. Then read each sentence one by one. Have students circle new vocabulary, elicit simple definitions from students and write on the board or on an overhead for other students to copy. Review pronunciation of new vocabulary words. Read the paragraph a second time and then have two students read the paragraph for the class. Correct pronunciation errors which arise by repeating the correct pronunciation as a group after each reading.
- Ask the class to read the paragraph together in pairs listening and helping each other with pronunciation problems. They will naturally discuss meaning together as well.
- Check for comprehension by asking the class to fill in the correct vocabulary words.
- Ask your class to write two sentences about housing.

Extension activities:
- Compare types of housing in between the U.S. and other countries.
- Find pictures of different types of housing and ask the students to identify each picture correctly.
- Match the type of housing with the correct number of persons living in the unit.

Useful resources: Pictures from newspapers and magazines, a copy of a rental magazine
Healthy Habits
Vocabulary: healthy habit exercise enjoy

Present continuous vs. Present Simple: Change the verb.
Ex: I exercise. I am exercising.
1. She sleeps in bed. ________________________________
2. He drinks water. ________________________________
3. I rest at home. _________________________________
4. We visit my family. ______________________________
5. They eat fish. _________________________________
6. She enjoys the sun. ______________________________

Write a sentence. Use the word and the preposition.
Ex: He/ to eat. He eats vegetables.
1. I/ sleep. ______________________________________
2. She/ exercise _________________________________
3. He/ enjoy ___________________________________
4. She/ drink _________________________________
5. I/ work _________________________________
6. He/ rest ___________________________________

Discussion Question: What things do you do that are healthy?
A Healthy Diet

Vocabulary: diet healthy strong

People need to eat food. There are many kinds of food that you can eat. Your diet is all of the food that you eat. Some food is healthy. Some food is not healthy. Healthy foods are good for you. They help you stay strong and live a long time.

1. Your diet is all of the ________ that you eat.
2. Healthy foods are ____________ for you.
3. Healthy foods help you stay __________.

What kinds of food do you eat?

1. __________________________
2. __________________________
3. __________________________

Write three foods that are healthy:

1. __________________________.
2. __________________________.
3. __________________________.

Write three foods that are NOT healthy:

1. _____________________________.
2. _____________________________.
3. _____________________________.
Healthy Habits:
1. **eat** a good diet
2. **sleep** 8 hours at night
3. **exercise** your body
4. **drink** water
5. **do** things you like
6. **enjoy** your friends and family

**Match** the word with the correct phrase.

1. Drink ___ a. a good diet
2. Exercise___ b. water
3. Enjoy ___ c. your family and friends
4. Sleep ___ d. things you like
5. Eat ___ e. your body
6. Do ___ f. 8 hours at night

**Healthy Habits Survey: Ask a partner.**

1. Do you **eat** a good diet? Yes No
2. Do you **sleep** at night? Yes No
3. Do you **exercise** your body? Yes No
4. Do you **enjoy** your family? Yes No
5. Do you **do** things you like? Yes No
6. Do you **drink** water? Yes No
Habits that are NOT Healthy:

1. smoke cigarettes
2. drink alcohol
3. eat too much junk food
4. sit all day
5. work too hard
6. no sleep

You sit at work all day. You need to exercise your body.
You work very hard all day. You need to rest your body.

1. Do you smoke? Yes No
2. Do you drink alcohol? Yes No
3. Do you eat too much junk food? Yes No
4. Do you sit all day? Yes No
5. Do you work very hard? Yes No
6. Do you rest your body? Yes No

I sit all day. I need to ______________.
I work very hard. I need to ____________.

Junk foods: fast food, candy, soda pop, chips, French fries.
Meliha and her children live in St. Paul. She is from Somalia. She came to the U.S. five years ago. Many things are different in America. American food is very different from Somali food. You can buy junk food with fat, sugar, and oil. Americans don’t walk as much as people in Somalia. You can drive a car or take the bus. Meliha sees many overweight people in America.

Meliha’s children like junk food. They like to eat hamburgers and French fries. She does too. She notices that she gains weight in America. Her children like to watch T.V. They do not go outside to play. Meliha doesn’t walk very much because she has a car.

Meliha goes to the doctor. The doctor says she has to eat more fruits and vegetables. He says that too much junk food like chips, fries, and sugar is bad for her health. He tells her that she needs to get more exercise. He says that too much fat and not enough exercise is bad for her. It is bad for her children, too. Meliha doesn’t know if the doctor is right or wrong.
Comprehension Questions: Yes or No?

1. Meliha has children.      Yes No
2. Meliha is from Ethiopia.   Yes No
3. American food is the same as Somali food. Yes No
4. People walk more in Somalia. Yes No
5. Some people in America are overweight. Yes No
6. Her children like French fries. Yes No
7. Meliha loses weight in America Yes No
8. Meliha likes to watch T.V. Yes No
9. Meliha drives a car. Yes No
10. Meliha goes to the doctor. Yes No

The doctor says:

11. Eat less a. junk food b. water
12. Exercise a. more b. less
13. Too much sugar is a. good b. bad
14. Too much fat is a. good b. bad

Discussion questions:

1. How can Meliha get more exercise?
2. What kinds of foods can she eat that are good for her?
3. Do you agree with her doctor?
4. Do you think most Americans are healthy? Why or why not?
What do you need--**More or less**?

*Ex: Reflie is sad. He needs to do *more* things that he likes.*

1. I am tired. I need ________ sleep.
2. Sadiya is late. She needs _______ time.
3. Kao is lonely. He needs _______ friends.
4. John is overweight. He needs _______ exercise.
5. Tun is hungry. He needs ________ fresh food.
6. Bee works very hard. She needs _______ rest.
7. Lee Pao is busy. He needs ________ work.
8. Hang is thirsty. She needs _______ water.
9. You are very thin. You need ________ fat.

What do have? **Too much or not enough?**

*Ex: I am tired. I do **not** get *enough* sleep.*

1. Tan is overweight. He ________________ exercise.
2. Ellen is thirsty. She _________________ water.
3. He sits at home all day. He _______________ rest.
4. Warsame works very hard. He ______________ rest.
5. Vang likes French fries. He ______________ fat.
6. Ronak sits all day. He _________________ exercise.
7. Chue drinks beer. She ________________ alcohol.
8. Maria has two jobs. She _________________ work.
Symptoms and Illnesses

Vocabulary: body feels sick head hurts
headache runny cold

What hurts? What can you say?

My body feels bad.
I am sick.

My head hurts.
I have a headache.

My nose is runny.
I have a cold.

Circle the correct word.
1. My body feels bad. I am __________ (healthy/sick).
2. My head hurts. I have a ___________ (headache/cough).
3. My nose is runny. I have a ____________ (hot/cold).

Match the sentences.
1. My body feels bad. __ a. I have a cold
2. My head hurts. __ b. I am sick.
3. My nose is runny. __ c. I have a headache.
Write the correct word.

1. My ________ feels bad.  (body/sick)
2. My ________ hurts.   (headache/head)
3. My ________ is runny. (nose/head).
4. I am _________.       (nose/sick).
5. I have a _________.   (cold/body).
6. I have a _____________. (sick/headache).

To be or to have?

Ex: I have a cold.

1. I _____ sick.        2. I _____ a nose.
3. I _____ cold.        4. I _____ a head.
5. I _____ a headache.  6. I _____ a body.

Read the dialogue. Practice it with a partner.

**Abebe:** How are you doing?

**Bee:** Not good. I feel bad.

**Abebe:** What’s wrong?

**Bee:** I have a runny nose. My head hurts.

**Abebe:** Maybe you have a cold.

**Bee:** Yeah. I think so.

**Discussion Question:** What do you do if you feel sick?
**Describing Pain**

**Vocabulary:**  
throat  sore  cough  
fever  stomach  flu  

My throat is sore.  
I have a cough.  

My body feels hot.  
I have a fever.  

My stomach hurts.  
I have the flu.  

**Circle the correct word.**

1. My throat is sore.  I have a __________ (cough/sick).  
2. My body feels hot.  I have a __________ (headache/fever).  
3. My stomach hurts.  I have the __________ (body/flu).  

**Match the sentences.**

1. My throat is sore.  __  a. I have the flu.  
2. My body feels hot.  __  b. I have a cough.  
3. My stomach hurts.  __  c. I have a fever.  

Write the Correct word.

1. My ______ is sore. (throat/hurts).
2. My body feels ______. (sick/hot).
4. I have the ______. (cough/flu).
5. I have a ___________. (fever/feels).
6. I have a ___________. (cough/flu).

Match the body parts and the feeling.

1. body __ a. sore
2. stomach __ b. hot
3. throat __ c. hurts

Read the dialogue. Practice it with a partner.

Pang Vue: My head hurts. My body hurts too.

Fatuma: Do you have a cold?

Pang Vue: I don’t know.

Fatuma: Do you feel hot?

Pang Vue: Yes. My body aches, and I feel sick.

Fatuma: I think you have a fever.

Discussion Questions: When you are sick, many parts of your body feel bad. How do you tell someone where it hurts?
**Symptoms and Illness**

**Vocabulary:** symptom illness congestion chills vomit Pneumonia

You have **symptoms**. Your symptoms tell you that you are sick. A sore throat is a kind of symptom. A stomach ache is a kind of symptom. A fever is a kind of symptom.

You have an **illness**. You are not well. A cold is a kind of illness. A fever is a kind of illness. The flu is a kind of illness.

<table>
<thead>
<tr>
<th>Illness</th>
<th>Symptoms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sick</td>
<td>tired, body hurts,</td>
</tr>
<tr>
<td>Headache</td>
<td>head hurts, can’t sit up</td>
</tr>
<tr>
<td>Cold</td>
<td>runny nose, tired, headache, congestion</td>
</tr>
<tr>
<td>Cough</td>
<td>sore throat, coughing, hurts to swallow</td>
</tr>
<tr>
<td>Fever</td>
<td>your body feels cold or very hot, chills, sweating</td>
</tr>
<tr>
<td>Flu</td>
<td>stomach ache, nausea, vomiting, a fever, muscle ache, chills</td>
</tr>
</tbody>
</table>

*How do you know you have a fever?* Use a **thermometer** to find your temperature. If it is more than 98.6 degrees, you have a fever.
Symptom or Illness? Check the word.

- stomach ache
- vomiting
- flu
- fever
- cold
- runny nose
- headache
- coughing

Are you sick? Read the questions with a partner. Yes or no?

1. Cold  Do you feel bad?
2. Stomach ache  Do you have nausea?
3. Sore throat  Do you have a cough?
4. Fever  Do you have chills?
5. Headache  Does your head hurt?
6. Flu  Do your muscles ache?
7. Cold  Do you have a runny nose?
8. Fever  Does your body feel hot?

How many syllables? One Two Three

1. flu
2. fever
3. throat
4. stomach
5. ache
6. muscle
7. headache
8. cold
9. pneumonia
**Dialogue: Calling in Sick**

Neng is sick. He calls his boss to tell him.

**Vocabulary:** nausea  fever  sounds like  flu  rest

**Boss:** Hello?

**Neng:** Hi. This is Neng.

**Boss:** How are you doing?

**Neng:** Bad. I’m sick. I have nausea and a fever.

**Boss:** It sounds like you have the flu.

**Neng:** I can’t come in to work today.

**Boss:** I’m sorry. Stay in bed and get some rest.

**Neng:** That’s what I’m going to do.

**Match** the symptom and the illness.

1. Stomach ache___  a. fever
2. feel very hot___  b. very sick, high fever
3. cough a lot___  c. sore throat
4. runny nose___  d. cold
5. sneezing___  e. congestion
6. pneumonia___  f. stomach flu

**Tips:** Always call your work or your school if you are sick. Tell them your symptoms. Tell them if you are going to stay home.
**Prevention**

*You do not want to get sick. What can you do to stay healthy?*

**vocabulary:** doctor annual check-up
rest exercise flu shot

1. Visit the doctor every year. Get an annual check-up.
2. Take care of yourself and your family.
3. Drink water, exercise and sleep every day.
4. If you start to feel sick, get a lot of rest.
5. Get an annual flu shot.

**Circle the correct word.**

1. Visit the _________ (store/doctor).
2. Get an annual _________ (check-up/water).
3. Get a lot of _________ (smoke/rest).
4. Help your body get _________ (worse/better).
5. Get an annual _________ (flu shot/sleep).

**How often do you…**

1. Sleep Every day Every week Every year
2. Exercise Every day Every week Every year
3. Visit the doctor Every day Every week Every year
4. Rest Every day Every week Every year
5. Get a flu shot Every day Every week Every year
Bao’s Health

Bao is very healthy. She walks every day. She does not smoke. She sleeps every night. She goes to the doctor every year. Bao does not want to get sick. She does things to prevent illness. If Bao feels sick, she takes lots of time to rest. If she doesn’t rest, she feels sicker. Bao doesn’t get sick very often because she takes good care of her body.

Yes or no? Bao…

1. is healthy. Yes No
2. smokes. Yes No
3. goes to the doctor. Yes No
4. wants to get sick. Yes No
5. wants to prevent illness. Yes No
6. takes time to rest. Yes No
7. gets sick often. Yes No

1. Why does Bao sleep every day?
2. When does Bao go to the doctor?
3. Write three things that Bao does to stay healthy.
   ______________  ______________  ______________

Discussion Questions: What do you do to stay healthy? What do you do if you start to feel sick? Do you have a doctor?
Flu Shots

Stay healthy. Get a flu shot every year.

Vocabulary: virus sliding scale health insurance
Fall costs clinic

• A flu shot kills the viruses that make you sick. You will not get the flu if you have had a shot.
• A flu shot costs money. It costs $10 or $15. You pay on a sliding scale if you do not have health insurance.
• You can get flu shots in the fall (October or November).
• There are many places where you can get a shot: go to a clinic, a store, the public school, or call your doctor.

Circle the word. Write the word.

1. A flu shot kills the _______ (viruses/gun).
2. A flu shot costs ____________ (money/health).
3. You pay on a ________________ (sliding scale/free).
4. You do not need ________________ (a doctor/health insurance).
5. Get a flu shot in the ____________ (spring/fall).

Where can you get a flu shot? Write two places.

1. ____________________ 2. ____________________
Get Better
What can you do to get better if you are sick?

1. stay at home and rest
2. visit the doctor
3. stay clean and wash your hands
4. do not share food
5. cover your mouth when you sneeze
6. drink lots of water
7. take medicine
8. do not smoke or drink alcohol

Write the correct word.
1. Stay at ___________ and rest. (home/work)
2. Stay clean and ___________ your hands. (sit on/wash)
3. Visit the ___________ (restaurant/doctor)
4. Do not ___________ food (buy/share).
5. Drink lots of ___________ (water/beer).
6. Cover your ___________ (head/mouth) when you sneeze.
7. Take ___________ (medicine/time).
8. Do not smoke or ___________ alcohol (share/drink).

Discussion Questions:
What do you do to get better when you are sick?
What do people in your country do when they are sick?
Do you stay home when you are sick? Why or why not?
**Medicine**

_Vocabulary:_ medicine  drug  grocery

“over the counter”  generic brand  expensive

You are sick. You need medicine. Medicine is a drug. It helps your body get better.

You buy medicine at the grocery store or the drug store. It is an “over the counter” drug. You do not need a doctor’s note.

You buy medicine that is cheap. The store sells a “generic brand.” It is less expensive than a name brand.

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Circle the correct word. Write the word.

1. You are sick. You need ____________ (medicine/money).
2. Medicine is a __________ (cold/drug).
3. You buy medicine at the __________ (grocery/clothes) store.
4. You buy an “_______ (under/over) the counter” drug.
5. You buy medicine that is ________ (expensive/cheap).
6. The store sells a ____________ (generic/name) brand.

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Match the word and the definition:

1. Medicine __  a. helps you get better
2. Over the counter __  b. store sells a cheap drug
3. Drug __  c. a kind of drug
4. Generic brand __  d. buy medicine at the store
**Types of Medicine**

*What kinds of medicine can you take?*

<table>
<thead>
<tr>
<th>Medicine</th>
<th>Looks like</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capsule</td>
<td></td>
</tr>
<tr>
<td>Pill</td>
<td></td>
</tr>
<tr>
<td>tablet</td>
<td></td>
</tr>
<tr>
<td>liquid</td>
<td></td>
</tr>
<tr>
<td>cough drop</td>
<td></td>
</tr>
</tbody>
</table>

**Taking Medicine**

*Vocabulary: label directions dosage*

1. Find the **label** on the box.

2. Read the **directions**.

3. Follow the **dosage**.

**Directions: How do you take the medicine?**

1. Take one or two pills with water.
2. Chew two tablets. Eat a meal.
3. Swallow two capsules after eating.
4. Swallow two teaspoons.
Dosage

Vocabulary: pill tablet capsule teaspoon swallow chew “daily” “as needed”

How much medicine do you take?

How often do you take it?

1. Take one to two pills every four hours.
   How much: __________    How often: __________

2. Take one tablet every four to six hours. ______
   How much: __________    How often: __________

3. Take one capsule every eight hours. ______
   How much: __________    How often: __________

4. Take two teaspoons every four hours. ______
   How much: __________    How often: __________

5. Take one drop as needed. ______
   How much: __________    How often: __________

Write the correct word:

1. Swallow two ______ (hours/pills).

2. Take one tablet every four (chew/hours).

3. Take two capsules with ______ (water/label).

4. Take one tablet every ______ (eat/six) hours.

5. Drink two __________ (teaspoons/cups) of liquid.

6. Chew one tablet daily with a ________ (meal/take).
Common Medicines

Vocabulary: aspirin Tylenol cough drops Sudafed

Take aspirin for: headache stomach ache fever
Take Sudafed for: flu fever congestion cold
Take cough drops for: sore throat cough

Circle the word:
1. Headache a. Sudafed b. aspirin
2. Fever a. Sudafed b. cough drops
3. Stomach ache a. aspirin b. Sudafed
4. Flu a. Sudafed b. cough drops
5. Congestion a. Sudafed b. aspirin
6. Cough a. aspirin b. cough drops

Write the correct word. Read the sentence with a partner

1. I have congestion. I take ___________ (Sudafed/cough drops).
2. I have a headache. I take ___________ (Sudafed/aspirin).
3. I have a fever. I take ___________ (Sudafed/cough drops).
4. I have a stomach ache. I take ___________ (aspirin/Sudafed).

Discussion questions: What kinds of medicine do you buy? What brand do you like best? Which brands are less expensive?
Side-Effects
Vocabulary:  better  worse  side-effects  nausea  dizziness  fatigue  rash

You take medicine. You do not feel better. You feel worse. Some medicine has “side-effects.” Sometimes the drugs in the medicine make your body feel bad or funny.

Side-effects:
1. nausea: you feel like throwing up
2. rash: your skin gets red or bumpy
3. dizziness: you can’t stand up
4. fatigue: you feel tired and sleepy

Circle the correct side-effect:
1. His skin is red and bumpy. a. nausea b. rash
2. She feels very tired. a. fatigue b. rash
3. He has to sit down. a. dizziness b. nausea
4. My stomach feels funny. a. fatigue b. nausea

Note: Do not take more medicine if you feel sick. Stop taking the medicine.
Does Vang need to see a doctor?

Vang is sick. He has a runny nose, congestion, and a headache. He buys medicine at the store to help him feel better. Vang goes to work the next day and he starts to feel worse. He gets chills and his body aches. His wife takes his temperature and he has a fever. She says, “Vang, you have the flu.” Vang stays home from work. He takes more medicine. After three days he doesn’t feel better. His temperature is still very high. Vang’s wife tells him, “You need to see a doctor soon.”

Answer the questions:

1. Vang is a. sick b. healthy
2. Vang has a. congestion b. a stomach ache
3. He buys medicine at the a. store b. doctor
4. Vang goes to work. He a. feels better b. feels worse
5. Vang is hot. He has a. fever b. work.
6. His wife says, “You have a. the flu b. a cold
7. His temperature is still a. low b. high
8. His wife says, a. see a doctor b. go to work
Circle the word that is not the same:

1. a. runny nose  
   b. work  
   c. headache  
   d. congestion  
2. a. medicine  
   b. has  
   c. is  
   d. goes  
3. a. work  
   b. store  
   c. starts  
   d. home  
4. a. chills  
   b. ache  
   c. fever  
   d. worse  
5. a. Vang  
   b. flu  
   c. wife  
   d. doctor  
6. a. still  
   b. sick  
   c. next  
   d. soon

Time: Write the correct word.

1. Vang goes to work the __________ (last/next) day.
2. Vang __________ (starts/ends) to feel worse.
3. Vang stays home _________ (from/to) work.
4. __________ (For/after) three days he doesn’t feel better.
5. His temperature is __________ (just/still) very high.
6. Vang’s wife says, “See a doctor _____________ (soon/later).”

Change the verb from present to past tense.

Ex: To say. I said hello to her.
   1. To go. Vang _______ to work.
   2. To start. He _________ to feel worse.
   3. To stay. He _________ home from work.
   4. To do. He _________n’t feel better.

Discussion questions: Does Vang need to go to the doctor?
Circle the correct verb.

1. Feel/take sick.  
2. Get/want better.  
3. Stay/go at home.  
4. Rest/talk your body.  
5. Take/spend care of yourself.  
6. Sleep/work at home.  
7. Have/are a stomach ache.  
8. Take/sit your temperature.  
9. Have/be a fever.  
10. Read/say the label.  
11. Swallow/chew the pill.  
12. Drink/eat water.  
13. Go/stay to the doctor.

Match the word and the definition:

1. symptoms __ a. very high fever, you feel hot
2. side-effects __ b. drugs you buy to feel better
3. temperature __ c. you take one with water
4. medicine __ d. where you feel sick, what hurts
5. capsule __ e. the medicine makes you feel bad

Write the correct word:

Rest  doctor  Cold  worse  aspirin

1. You feel sick. You have a __________.
2. You buy medicine. You take __________.
3. You stay at home and __________.
4. You have a fever. You feel __________.
5. You need to go to the __________.
Finding a Clinic

Vocabulary: clinic  sign  interpreter
services  general care  appointment

Read the sign:

HealthEast – Rice Street Clinic
1006 Rice Street
St. Paul, MN 55117
(651) 489-8061

Open Mon.-Fri. 8:00 am – 5:00 pm
Interpreters all by appointment

Services: General family care for all ages.

Answer the questions:
1. What is the name of the clinic? ________________________
2. What is the location?  ______________________________
   ______________________________
3. What is the phone number? ______________________
4. What days is the clinic open? _______________________
5. What are the clinic hours? _________________________
6. Do they have interpreters?  ______________________
7. What are the services? ______________________
8. What ages do they take? ________________________

Discussion questions: Where can you find a clinic in your city? Who can help you find a clinic?
**Calling a Clinic**

**Vocabulary:** interpreter  patient  walk-in
appointment  located  insurance

You call a clinic for the first time.

What questions do you ask? Practice the questions with a partner.

1. Do you have an interpreter?
2. Are you taking new patients?
3. Where are you located?
4. Do I need insurance?
5. How do I make an appointment?

Write the correct word:

1. Do you have an ____________?
2. Are you taking new _________?
3. Where are you ______________?
4. Do I need _________________?
5. How do I make an ____________?

**Note:** At some clinics you can only make same day appointments. You need to call as soon as the clinic is open to make an appointment for that day.
A Clinic Phone Message

Vocabulary: clinic walk-in emergency regular
Patient fill renew prescription schedule

Read the Message:
Thank you for calling Open Cities Health Clinic. Our regular walk-in hours are from 8 am to 9 pm, Monday through Friday, and 12 noon to 5 pm on Saturdays. If this is an emergency, call 911. If you are a regular patient at the clinic, press 1. If you are a new patient, press 2. To fill or renew a prescription, press 3. To schedule an appointment, please call back during our office hours. To leave a message with the receptionist, press 0 or stay on the line. To hear this message again, press 4.

Write the correct word:

1. Thank you for calling Open Cities Health _________.
2. The walk-in hours are 8 am to ___ pm, Monday through Friday.
3. The walk-in hours are 12 noon to 5 pm on ______________.
4. If you are a regular _____________, press 1.
5. If you are a new patient, press ___.
6. To fill or renew a _____________, press 3.
7. To schedule an appointment, please _______ back.
8. To leave a ____________ for the receptionist, press 0.
Match the vocabulary word with the definition:

1. walk-in __   a. the place to see a doctor
2. patient __   b. the person who is sick
3. clinic __   c. you need to schedule an
4. appointment __  d. you go to the clinic, but you do not
have an appointment

Finish the sentence:

1. I call the ___________ (clinic/store).
2. I am a new ____________ (student/patient).
3. I want an ____________ (appointment/dinner).
4. I need to _____________ (schedule/regular) the appointment.

Closed Listening:
Listen to your teacher read the message. Write down the missing words that you hear.

Thank you for calling Open Cities Health ___________. Our regular ____________ hours are from 8 am to 9 pm, Monday through Friday, and 12 noon to 5 pm on Saturdays. If this is an ____________, call 911. If you are a ____________ patient at the clinic, press 1. If you are a ________ patient, press 2. To fill or renew a ________________, press 3. To schedule an ________________, please call back during our office hours. To leave a _________________ with the receptionist, press 0 or stay on the line. To hear this message _________, press 4.
**Dialogue: Changing your appointment**

Rafael made an appointment with his dentist. He is busy and she can’t go to the appointment. What does he do?

**Vocabulary:** patient appointment reschedule openings “make it” “work”

**Veronica:** Hello, St. Paul Dentist. How can I help you?

**Rafael:** Hi, my name is Rafael Sanchez. I can’t make it to my appointment tomorrow.

**Veronica:** Okay. Do you want to reschedule?

**Rafael:** Yes.

**Veronica:** There are some openings next week in the morning. How does 10 am next Tuesday sound?

**Rafael:** I can’t make it then. I work in the mornings.

**Veronica:** How about 3:00 on Wednesday?

**Rafael:** Yes, I can come then.

**Veronica:** Alright, then I’ll change your appointment. We’ll see you on Wednesday at 3 pm.

**Rafael:** Thank you. See you later.

**Note:** Always try to go to your appointment. Call the office if you need to cancel the appointment. Re-schedule another appointment.
Yes or no? Answer the questions.

1. Rafael calls the Doctor.  a. Yes  b. No
2. Rafael can’t make his appointment.  a. Yes  b. No
3. He wants to reschedule.  a. Yes  b. No
4. There are openings in the morning.  a. Yes  b. No
5. Rafael can come on Monday.  a. Yes  b. No
6. Rafael can come on Wednesday.  a. Yes  b. No
7. Rafael can come at 3:00 pm.  a. Yes  b. No
8. His appointment is at 3:00 am.  a. Yes  b. No

Is it negative?

1. I am very sick. I need/don’t need to see the doctor.
2. I call the clinic. I make/don’t make an appointment.
3. I have to reschedule. I can/can’t come to the appointment.
4. He is a new patient. He has/doesn’t have a doctor.
5. He is very sick. He wants/doesn’t want medicine.
6. He is a walk-in at the clinic. He has/doesn’t have an appointment.

Write a sentence. Use the two words:

1. fever/medicine ________________________________
2. clinic/patient ________________________________
3. schedule/appointment __________________________
4. cancel/reschedule ______________________________
**Patient Rights**

*What are your Patient Rights?*

**Vocabulary:**

respectful  translator  private
change  copy  records

a. A safe and respectful visit
b. A translator
c. The nurse tells you why you are sick.
d. The visit is private
e. You can understand what the nurse tells you..
f. You can change nurses
g. You can have a copy of your records

Circle the correct word. Write the word:

h. A safe and respectful ________ (home/visit).
i. A ____________ (translator/driver).
j. The nurse tells you why you are __________(late/sick).
k. The visit is __________ (private/public).
l. Understand what the___________ (nurse/teacher) tells you.
m. You can ____________ (hire/change) nurses.
n. You can have a ___________ (copy/page) of your records.

**Note:** You can go to another clinic if you do not like your clinic.

**Discussion Question:** Do patients have rights in your country?
Patient Responsibilities

What are your patient responsibilities?

Vocabulary: truth illness follow instructions
Appointment cancel bills

a. Go to the clinic as soon as you feel very sick
b. Ask questions
c. Tell the truth about your illness. Do not lie.
d. Respect the nurse and the doctor
e. Follow the instructions from the doctor or nurse
f. Keep your appointment. Call if you have to cancel.
g. Pay your bills

Circle the correct word. Write the word.

h. Go to the clinic as ________ (soon/later) as you feel sick.
i. Ask ___________ (answers/questions).
j. Tell the ___________ (lie/truth) about your illness.
k. Respect the __________ (patient/nurse) and the doctor.
l. Call if you have to ____________ (cancel/finish).
m. Pay your _________ (bank/bills).

Note: Every clinic and hospital must give you an interpreter or a translator. Do not use your children to translate for you if you are sick. You need to use an adult who can understand the nurse.
<table>
<thead>
<tr>
<th>Is it a Right or a Responsibility?</th>
<th>Responsibility</th>
<th>Right</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A translator</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>2. Pay your bills</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>3. Keep your appointment</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>4. Your visit is private</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>5. Tell the truth about your illness</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>6. You can talk to another doctor</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>7. You can have a copy of records</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>8. Follow the directions.</td>
<td>___</td>
<td>___</td>
</tr>
</tbody>
</table>

Read the sentences. Practice it with a partner.

1. I don’t understand.
2. Why am I sick?
3. What medicine do I take?
4. I want an interpreter.
5. What does this paper say?
6. I want another nurse.
7. I want to see my records.
8. What is my bill?

**Discussion Questions:**
Do you go to the clinic? What happens at the clinic? What do you say if you don’t understand the nurse? What do you say if you have a problem?
A Visit to the Clinic

vocabulary: appointment reason fill out
paperwork waiting room nurse

Receptionist: Can I help you?

Pablo: Yes. I need to see a doctor.

Receptionist: Do you have an appointment?

Pablo: No, I don’t.

Receptionist: What’s the reason for your visit?

Pablo: I feel really bad. I have the flu. My body hurts.

Receptionist: Have you been to the clinic before?

Pablo: No. This is my first time here.

Receptionist: Okay. I need you to fill out some paperwork. When you’re done, take a seat in the waiting room. The nurse will call your name when she’s ready for you.

Pablo: Okay. Thank you.
Answer the questions:

1. Pablo talks to the   a. receptionist  b. doctor  c. nurse
2. Pablo needs to see a   a. dentist  b. doctor  c. teacher
3. “Do you have an… a. appointment  b. visit  c. time
4. Pablo has the   a. chills  b. tired  c. flu
5. “Have you been to the a. school  b. clinic  c. hospital
6. He has to fill out some a. paperwork  b. apply  c. tests
7. He sits in the ___ room a. corner  b. desk  c. waiting
8. The nurse will call his a. employer  b. name  c. house

Circle the correct verb:

1. Are/Is you a regular patient?
2. I need/am to see a doctor.
3. Does/do you have an appointment?
4. I have/has the flu.
5. Have you went/been to the clinic?
6. This was/is my first time here.

Match the word and the verb:

1. go to __ a. some paperwork
2. talk to __ b. the clinic
3. fill out __ c. the waiting room
4. sit in __ d. the receptionist
**A Medical Exam**

**Vocabulary:** nurse exam weigh
blood pressure temperature interpreter

- The nurse calls your name.
- The nurse takes you to an exam room.
- Your interpreter stays in the room.
- The nurse weighs you.
- The nurse takes your blood pressure.
- The nurse takes your temperature.
- The nurse asks you some questions.

**Did you understand?**

1. The nurse calls your name.   Yes  No
2. The nurse takes you to the store.   Yes  No
3. Your interpreter stays in the room.   Yes  No
4. The nurse weighs the interpreter.   Yes  No
5. The nurse takes your temperature.   Yes  No
6. The nurse takes your blood pressure.   Yes  No
7. The interpreter asks you some questions.   Yes  No
Questions at your Exam

Vocabulary: primary health care provider allergic medical history current experience pain

The nurse asks you:

1. Who is your primary health care provider?

2. Are you currently taking any medication?

3. Are you allergic to any drugs or medication?

4. What symptoms do you have?

5. Are you currently experiencing any pain?

Match the word with the definition.

1. symptom___ a. drugs you take to feel better
2. allergic___ b. how you feel now?
3. experiencing____ c. any illnesses, surgery, or problems you have had
4. primary care physician___ d. the doctor you usually have
5. medical history___ e. Where does it hurt? What feels bad?
6. medication ___ f. now, today
7. currently ___ g. a drug makes you feel sick

Discussion Questions: What can you say if you don’t want to answer the question?
Questions about a Prescription

vocabulary: medicine  take  pill  liquid
swallow  side-effect  dizzy

The nurse or the doctor writes a prescription. The prescription is for medicine to help you get better. You need a prescription to buy medication at a pharmacy. Ask the nurse about the medication:

Question                      Means the same as
1. What is the medicine?      What drugs are in it?
2. Why do I need it?           How will it help me get better?
3. How do I take the medicine? Do I take it with water?
   Do I take it with food?
   Do I chew or swallow it?
4. When do I take the medicine? Every day? One time a day?
   Two or three times a day?
5. What does it look like?     Is it a pill? Is it a liquid?
6. How long do I take it?      How many days?
7. What are the side-effects?  How will it make me feel?
   Will it make me feel tired?
   Will it make me feel dizzy?

Side-effects: rash, itch, bumps, dizziness, trouble sleeping, fatigue, diarrhea, stomach ache.
Match the question and the answer.

**What** is the medicine? a. Take all of the pills.
**Why** do I need it? b. You take one pill twice a day.
**How** do I take the medicine? c. You may feel dizzy.
**When** do I take the medicine? d. Swallow the pill with water.
**What** does it **look like**? e. It is an antibiotic.
**How long** do I take it? f. It is a small red tablet.
**What** are the side-effects? g. It will stop the flu virus.
**What** else do I need to know? h. Take the pills for five days.

**Write the correct word:**

1. **When/What** is the medicine?
2. **How/why** do I need it?
3. **How/What** do I take the medicine?
4. **When/who** do I take the medicine?
5. **How/what** does it look like?
6. **How many/how long** do I take it?
7. **When/what** are the side effects?
8. **What/who** else do I need to know?

**Discussion Questions:**

1. What kinds of medicine do you get from the nurse? Do you ask questions about the medicine?
2. What other questions can you ask?
Pharmacy Dialogue Part 1: Drop off a Prescription

Vocabulary: drop off prescription allergic Insurance

Ivars: How can I help you?
Ana: I want to fill my prescription.
Ivars: Do you have an insurance card?
Ana: Yes. Here it is.
Ivars: Are you allergic to any drugs?
Ana: What did you say? I don’t understand.
Ivars: Do any drugs make you feel sick?
Ana: No.

Circle the correct answer.
1. Who is the pharmacist? a. Ana b. Ivars
2. Ana wants to fill a. a prescription b. a form
3. What card does she need? a. business b. insurance
4. Ivars asks, “Are you a. allergic b. sick
Pharmacy Dialogue Part 2: Pick up a Prescription

Vocabulary:  pick up  ready  co-pay  check  refill

Ana: Hi. I want to pick up my prescription.
Ivars: It’s ready. The co-pay is ten dollars.
Ana: Can I write a check?
Ivars: Yes. Write the check to “Tolstoy Pharmacy.”
Ana: Here you go.
Ivars: Thanks. Come back if you need a refill.
Ana: Okay.

Match the words:

1. Pick up your ___ a. check
2. Co-pay is ___ b. ten dollars
3. Write a ___ c. refill
4. Come back for a ___ d. prescription
**Insurance/ Payment**

**Vocabulary:** health insurance payment bill sliding scale credit fee social worker

Diego gets sick with the flu. He keeps working. He doesn’t have a doctor or health insurance, so he doesn’t go to get help. After a few days he still doesn’t feel better. One morning he wakes up and has a very high fever.

*What can he do?*

a. go to a hospital  
b. go to a clinic  
c. buy medicine at the store  
d. do nothing

*What is the best thing he can do? Why?*

__________________________________________________

**No health insurance?**

1. Pay more money to visit the doctor  
2. Pay part of your bill every month  
3. Go to a clinic, not a hospital.  
4. Take care of yourself when you start to feel sick  
5. Talk to a social worker  
6. Go to a low-cost clinic with a sliding-scale fee  
7. Buy generic brand medicine at the store  
8. Keep good credit so you can make monthly bill payments
**Cultural Comparison**
How is health care different in your home country and the U.S.? How is it the same?

<table>
<thead>
<tr>
<th>Your country</th>
<th>The U.S.</th>
</tr>
</thead>
</table>

1. Take care of yourself

2. Go to a doctor or a nurse

3. Take care of your family

4. Take medicine

5. Get a prescription

6. Stay home and rest

7. Health insurance

8. Emergency
Grammar: Could/ Should
Read the problem. Write what you could do to help the problem. Write what you should do to help the problem. Tell your class.

Example: You have a flu for more than 5 days.
What **could** you do?

*Buy medicine at the store. Stay at home. Do nothing.*

What **should** you do?

*Go to see a doctor.*

1. You have no insurance. You get a bad fever.
What **could** you do?

What **should** you do?

2. Your husband starts to have bad pain in his heart.
What **could** you do?

What **should** you do?

3. You get headaches a lot.
What **could** you do?

What **should** you do?
Clinic vs. Hospital

Vocabulary: emergency hospital clinic

You have an emergency. Go to the hospital.
You do not have an emergency. Go to a clinic.

1. You have an emergency. Go to the ________________.
2. You do not have an emergency. Go to a ____________.

Where should you go? Check clinic or hospital.

<table>
<thead>
<tr>
<th>Problem:</th>
<th>Clinic</th>
<th>Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>cold</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>flu</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>stomach ache</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>broken bone</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>burned skin</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>rash</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>heart pains</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>can’t breathe</td>
<td>___</td>
<td>___</td>
</tr>
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<td>headaches</td>
<td>___</td>
<td>___</td>
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<tr>
<td>infection</td>
<td>___</td>
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<tr>
<td>bleeding</td>
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<tr>
<td>bug bite</td>
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<td>___</td>
</tr>
<tr>
<td>allergies</td>
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</tbody>
</table>

Note: It costs more money to go to the hospital than a clinic. You only go to the hospital for very bad problems.
Types of Health Care
Vocabulary: medical teeth dental depressed
          mental Psychiatrist psychologist depression

There are different types of health care in the U.S.

Your body feels bad. You need medical care.
Nurses and doctors give medical care.

Your teeth hurt. You need dental care.
Dentists give dental care.

You feel depressed or very unhappy. You need mental care.
A psychologist gives mental care. You can talk with them.
A psychiatrist gives mental care. You can get a prescription.

Circle the correct word.
1. Your body hurts. You need _________ (mental/medical) care.
2. Your teeth hurt. You need ___________ (dental/health) care.
5. Your teeth hurt. You need a ___________ (nurse/dentist).
6. You feel depressed. You need a ___________ or a ___________(teacher/psychiatrist).
   (psychologist/dentist).
Match the word with the type of care:

1. body ___ a. mental
2. head ___ b. dental
3. teeth ___ c. medical

What kind of care do they give?

1. Doctor __ a. mental b. dental c. medical
2. Dentist __ a. mental b. dental c. medical
3. Psychologist __ a. mental b. dental c. medical
4. Nurse __ a. mental b. dental c. medical
5. Psychiatrist __ a. mental b. dental c. medical

How many syllables? Circle the number.

1. Nurse One Two Three Four
2. Dentist One Two Three Four
3. Medical One Two Three Four
4. Mental One Two Three Four
5. Psychiatrist One Two Three Four
6. Depressed One Two Three Four

Note: Depression is an illness. Some symptoms you feel: very tired, no appetite, feeling sad, no energy, you can’t sleep. Many people are depressed. Some people with depression do not like to talk about it. It is okay if you feel depressed.
**Stress**

**vocabulary:** stress  worry  problem  angry  fix

Where does stress come from?
Too much work
Too many things to think about
Bad things happen to you
Problems in your life with money, jobs or family

**Symptoms:**
You worry a lot
You have problems sleeping
You feel angry
You feel that you can’t fix any of your problems

1. I have too many things to do. I have ________ (stress/money).
2. I have stress. I __________ (sleep/worry) about many things.

Circle the word that does not fit:
Stress comes from:
1. Too much __ a. food  b. work  c. sleep  d. sun
2. Problems with __ a. family  b. money  c. books  d. job
3. You can feel __ a. worried  b. happy  c. sad  d. angry
4. You can’t __ a. sleep  b. eat  c. talk  d. worry
What can you do to help with stress?

1. Talk to someone.
2. Ask for help.
3. Try to do something to fix the problem.
4. Rest and do something you like to do.
5. Sleep, eat good food and exercise.

Discussion Questions:
1. Do people in your country talk about stress?
2. You have too much stress. What do you do?