

ESL Health Unit

Unit One The Doctor's Office



Advanced Beginning

Concept and initial activities by Heather Musselman with additional activities and materials by Marni Baker Stein and Hilary Bonta

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Acknowledgments

Thematic units were developed by ESL practitioners teaching ESL Health Literacy classes to elder immigrants at five senior centers in Philadelphia. Each instructor selected two topics of greatest interest to their class from a list of health literacy topics, identified by immigrant elders participating in focus groups in Philadelphia and San Jose. SHINE staff conducted regular curriculum development meetings at which teachers discussed themes emerging from their classes and methods for encouraging learners to write about these topics. Many of the lesson activities within the units are based on learner narratives, in which elder immigrants share their experiences accessing healthcare in the US.

The project would like to thank the elder immigrants who participated in the ESL Health Literacy classes and who shared their stories and health concerns with us. Many thanks to the teachers who taught the classes, participated in the curriculum development process, formulated the topics upon which the units are based and developed many of the activities in the units. We would also like to express our gratitude to Gail Weinstein for her work on the *Learners' Lives as Curriculum* framework, which provided the inspiration for this curriculum development process. Many thanks to Marni Baker Stein, Hilary Bonta, Melissa Halaway and Sharon Nicolary for their careful work in developing additional activities and instructional materials, ensuring that activities were at consistent proficiency levels, and standardizing the format of units.

The initial concept and activities for this unit were developed by Heather Musselman, in collaboration with elder learners at the Golden Slipper Senior Center in Philadelphia. Additional activities and revision by Marni Baker Stein, author of *Talk it Through: Listening, Speaking and Pronunciation* (Houghton Mifflin) and Hilary Bonta of the English Language Program at the University of Pennsylvania. Patricia Dillon, RN, PhD, of Temple's School of Allied Health, provided input on health content.

The Doctor's Office

A Thematic Unit for Intermediate Level Learners

Table of contents

<i>Lesson One: Making Appointments/Voicemail</i>	6-24
Goals for this Lesson	6
Before You Read!	7
Vocabulary (Doctor's Office)	8
Questions	9
Grammar Tip: Simple Present Tense	10
Reading One: Calling the Doctor's Office	12
Writing Practice	13
Goals for this Lesson	14
Before You Listen!	15
Vocabulary Review (Doctor's Office)	16
Phrases to Review	17-18
Listening One: Voicemail Message	19
Listening Two: Making an Appointment	20
Talk About It!	21
Goals for this Lesson	22
Real Practice!	23
Checklist for Learning	24
<i>Lesson Two: Describing Pain and Symptoms</i>	25-
Goals for this Lesson	25
Before You Read!	26
Vocabulary (Pain and Symptoms)	27-28
Reading Two: Describing Symptoms	29
Grammar Tip: have + noun, feel + adjective	30-31
Writing Practice	32
Goals for this Lesson	33
Before You Listen!	34
Listening Two: Talking to Your Doctor	35-36
Pronunciation: Sentence Stress	37
Talk About It!	38-42
Goals for this Lesson	43

Real Practice	44
Checklist for Learning	45
Goals for this Lesson	46
Real Practice	
Checklist for Learning	
<i>Lesson Three: Knowing Your Health History</i>	
Goals for this Lesson	
Before You Read!	
Reading Three: Problem at the Doctor's Office	
Reading Four: A Family Health History	
Grammar Tip: Possessives	
Reading Five: A Doctor's Form	
Writing Practice	
Goals for this Lesson	
Before You Listen!	
Listening Three: Know Your Doctor's Office	
Talk About It!	
Checklist for Learning	

Note to Teachers!

The following websites were used in developing this site. You may find them useful references to support your instruction.

WebMD "Check Your Symptoms"

http://my.webmd.com/medical_information/check_symptoms/default.htm

Talking With Your Doctor: A Guide for Older People

<http://www.niapublications.org/pubs/talking/p5.htm>

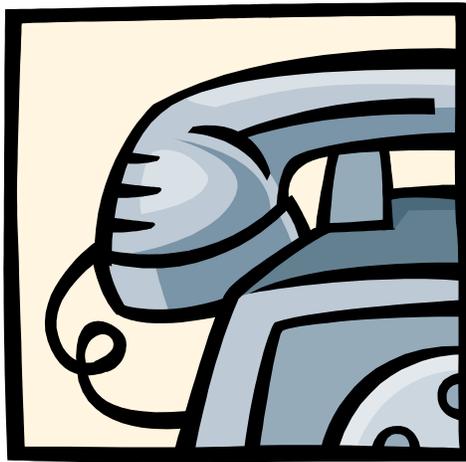
The Mayo Clinic: Compiling your family medical history: Using the past to prepare for your future.

<http://www.mayoclinic.com/invoke.cfm?objectid=385FC65E-F961-49BA-99B799A3A0DAF885>

ESL Health Unit

Unit One The Doctor's Office

Lesson One Making Appointments



Reading and Writing Practice Advanced Beginning

Goals for this lesson:

Below are some of the goals of this module. Which ones are your goals too? Check (✓) them.

- describe your feelings
- understand a voicemail message
- learn new vocabulary



Lesson One: Making Appointments

Reading and Writing Practice

Before You Read!

Look at the pictures (A-D) and answer the questions.



Shapiro, N. and Adelson-Goldstein, J. (1998). *The Oxford Picture Dictionary*. New York: Oxford University Press, p. 85.

Who do you see in these pictures?

Where are they?

Who is the man calling? Why?

Vocabulary Review



doctor



doctor's office



appointment



emergency



voicemail



phone call



feel sick



ill



happy



nervous



upset



scared

Questions

In your country:

1. Why do you call a doctor's office?
2. Who answers the phone when you call the doctor – a person or a machine?
3. When you call the doctor's office...
What do you say?
Is it easy or difficult?
How do you feel (nervous, scared, happy)?

In the United States:

4. Do you make appointments with the doctor?
5. When you call the doctor's office...
What do you say?
Is it easy or difficult?
How do you feel (nervous, scared, happy)?

Grammar Tip: Simple Present Tense

The To Be Verb

I **am** nervous.

We **are** nervous.

You **are** nervous.

You **are** nervous.

He/she/it **is** nervous.

They **are** nervous.

Regular Verbs (feel, call)

I **feel** *nervous*.

I *always* **call** the doctor.

You **feel** *scared*.

You **call** the doctor *sometimes*.

He/she **feels** *angry*.

He/she **calls** the doctor *often*.

We **feel** *fine*.

We **call** the doctor *once a month*.

You **feel** *okay*.

You **call** the doctor *once a week*.

They **feel** *comfortable*.

They *never* **call** the doctor.

Fill in the blanks with the correct form of the verb:

1. I _____ (be) angry.
 2. He _____ (be) nervous.
 3. She _____ (be) hungry.
 4. You _____ (be) thirsty.
 5. They _____ (be) sad.
 6. We _____ (be) happy.
 7. You _____ (feel) angry.
 8. I _____ (call) my daughter once a week.
 9. She _____ (feel) okay.
 10. They _____ (call) me every day.
-

Reading One: Calling the Doctor's Office

Now, please read the story and then answer the questions with your classmates and your teacher.

I call the **doctor** often. Sometimes I hear a **voicemail** message. The message says, "The **doctor's office** is closed. If you want....press 1...press 2." I do not understand. I get **upset**. I do not know what to do. My English is not good.

Answer the questions:

1. What happens to the man when he calls the doctor?
2. How does the man feel?
3. How do you feel when this happens to you? **Circle** the words that describe how **you** feel.

angry

scared

nervous

worried

comfortable

okay

fine

Writing Practice:

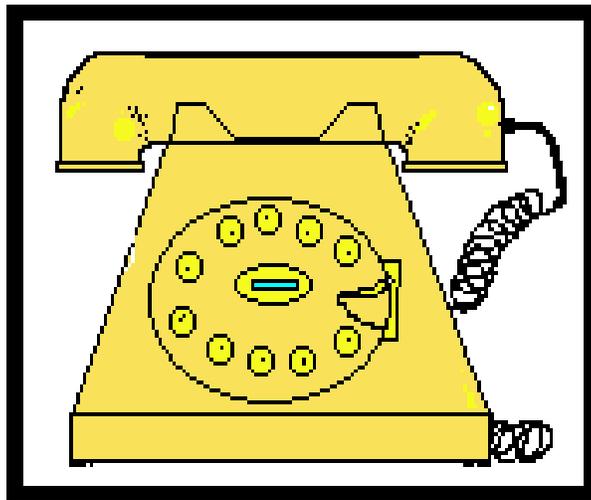
Now, write about how you feel when you talk to your doctor:

When I call the doctor I feel...

ESL Health Unit

Unit One The Doctor's Office

Lesson One Making Appointments



Listening and Speaking Practice ***Advanced Beginning***

Goals for this lesson:

Below are some of the goals of this module. Which ones are your goals too? Check (✓) them.

- understand a voicemail message
- learn new vocabulary
- describe why you call the doctor
- make an appointment



Lesson One: Making Appointments

Listening and Speaking Practice

Before You Listen!

People call the doctor for many reasons. Why do you call the doctor?

<input type="checkbox"/> Schedule an Appointment	<input type="checkbox"/> You feel sick and need to see a doctor
<input type="checkbox"/> Confirm an appointment	<input type="checkbox"/> Ask a question about a bill
<input type="checkbox"/> Ask the doctor a question	<input type="checkbox"/> Request a prescription refill
<input type="checkbox"/> Change an appointment	<input type="checkbox"/> Ask the nurse a question
<input type="checkbox"/> Request a referral	<input type="checkbox"/> Talk about an emergency

Vocabulary Review

Review these words and expressions with your classmates and teacher.

VOCABULARY WORD	MEANING	SENTENCE
Referral 	a permission form to see another doctor	I need a referral to see the doctor.
Bill 	amount of payment for doctor's services	I have to pay my bill.
Prescription 	note from doctor for medicine	I need a prescription for my pain.
Refill 	note from doctor for more of the same medicine	I don't have anymore medicine. I need a refill.

Review these phrases with your classmates and teachers.

PHRASES	MEANING	SENTENCE
To schedule an appointment	to make an appointment	<p>Patient: I need to schedule an appointment for Monday.</p> <p>Secretary: How about 2:00 p.m.?</p> <p>Patient: That's fine. Thank you.</p>
To confirm an appointment	to find out when your appointment is	<p>Patient: I need to confirm my appointment.</p> <p>Secretary: Your appointment is at 5:00 p.m. on Monday.</p>
To change an appointment	to choose a new time or date	<p>Patient: I need to change my appointment.</p> <p>Secretary: When would you like to come in?</p> <p>Patient: Can I come in next week?</p> <p>Secretary: That is fine. You can come in next Tuesday at 10:00 a.m.</p>

To request a referral	to ask for a paper so that you can see another doctor	<p>Patient: I need a referral to see another doctor.</p> <p>Secretary: What doctor do you need to see?</p> <p>Patient: A heart specialist.</p>
To request a prescription refill	to ask for more medication	<p>Patient: I need a prescription refill.</p> <p>Secretary: What medicine are you taking?</p> <p>Patient: Motrin.</p>
To stay on the line	To wait on the phone for someone to answer	<p>“Please stay on the line and someone will be with you soon.”</p>

Listening One: Voicemail Message

Listen to the following voicemail message from a doctor's office.

Hello. You have reached the Health Center Plus. Please choose from the following options. Listen carefully. If this is an emergency, press 1. If you want to schedule, change, or confirm an appointment, select 2. If you want to refill a prescription press 3. If you want to request a referral, press 4. If you are sick and you wish to speak to the nurse press 5. If you have a question about a bill press 6. If you are calling from a rotary phone, please stay on the line for the next available representative.

Now listen again and write the number for each choice.

<input type="checkbox"/> Schedule an Appointment	<input type="checkbox"/> You feel sick and need to see a doctor
<input type="checkbox"/> Confirm an appointment	<input type="checkbox"/> Ask a question about a bill
<input type="checkbox"/> Ask the doctor a question	<input type="checkbox"/> Request a prescription refill
<input type="checkbox"/> Change an appointment	<input type="checkbox"/> Ask the nurse a question
<input type="checkbox"/> Request a referral	<input type="checkbox"/> Emergency

After you have written a number beside each reason, share your answers with your classmates and your teacher.

Listening Two: Making an Appointment

Listen to the conversation.

Why does the patient call the doctor's office?



Secretary: Dr. Lopez's office. How may I help you?

Patient: Hi. I'd like to make an appointment.

Secretary: When would you like to come in?

Patient: Tomorrow.

Secretary: What kind of problem are you having?

Patient: I have a bad headache.

Secretary: Ok, let me help you schedule something. Could you come in tomorrow at 2:00?

Patient: Yes, that would be fine.

Secretary: Okay, we'll see you then.

Patient: Thank you. Bye.

Listen again and answer the questions.

1. When is the appointment?
2. What is the patient's problem?

With a partner, practice reading the dialogue.

Talk About It!

Making an Appointment:

Use these expressions to make an appointment:

Could I make an appointment please?

I would like to make an appointment.

(or *I'd* like to make an appointment)

I need an appointment for next week.

Work with a partner. One person is the secretary and the other is the patient.

Practice making an appointment.

ESL Health Unit

Unit One The Doctor's Office

Lesson One Making Appointments



Real Practice
Advanced Beginning

Goals for this lesson:

Below are some of the goals of this module. Which ones are your goals too? Check (✓) them.

- understand a voicemail message
- learn new vocabulary
- describe why you call the doctor
- make an appointment

Lesson One: Making Appointments

Real Practice!

Call your doctor's office after hours. Listen to the voicemail message.

Write the number next to each choice that you hear.

- Emergency
- Ask the nurse a question
- Request a prescription refill
- Ask a question about a bill
- You feel sick and need to see a doctor
- Change an appointment
- Ask the doctor a question
- Confirm an appointment
- Schedule an appointment

A Thematic Unit for Beginning Level ESL Teachers

Beginning Level, Unit One: the Doctor's Office

Lesson One: Making Appointments

Checklist for Learning

Vocabulary Log:

In the space below, write down all of the new words you learned during this lesson that you want to remember. Try to separate your list of words into nouns (person, place or thing), adjectives (describing words) and verbs (action words). For extra practice use them in sentences of your own.

New words I learned during this lesson:

Nouns:

Adjectives:

Verbs:

What can you do?

Below are some of the language goals you worked on during this lesson. Check (✓) what you learned from this lesson. Add more ideas if you wish.

I learned to...

- describe your feelings
- understand a voicemail message
- learn new vocabulary
- describe why you call the doctor
- make an appointment
- _____

ESL Health Unit

Unit One The Doctor's Office

Lesson Two Describing Pain and Symptoms



Reading and Writing Practice Advanced Beginning

Goals for this lesson:

Below are some of the goals of this module. Which ones are your goals too? Check (✓) them.

- list common health problems and symptoms
- use different words to describe pain
- describe your symptoms to a doctor
- prepare for your visit to the doctor



Lesson Two – Describing Pain and Symptoms

Reading and Writing Practice

Before You Read!

Look at the picture and answer the questions.



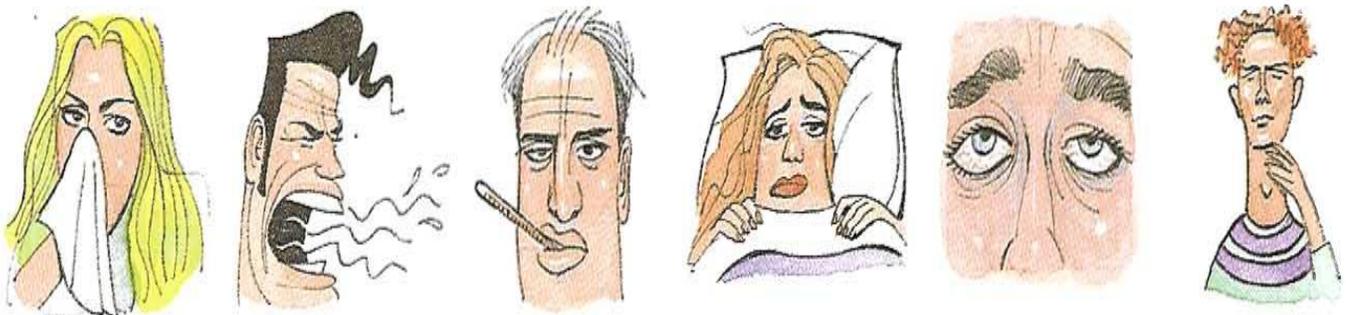
How does the man feel?

How often do **you** feel this way?

Vocabulary



a backache an earache a headache a stomachache a toothache



a cold a cough a fever the flu sore eyes a sore throat

Richards, J. (2000) *New Interchange: Intro*. Cambridge: Cambridge University Press, p.73.

Fill in the blanks with the correct form of the verb (to have):

1. I _____ a cold.
2. He _____ a sore throat.
3. My daughter _____ the flu.
4. Do you _____ a headache?
5. My husband _____ a toothache.

Reading Two: Describing symptoms

Now you are going to read a story about Nina. Please read the story and then answer the questions with your classmates and your teacher.

Today I feel very sick. I think I have a cold. I have a headache and a sore throat. I have an earache and I'm coughing. I feel terrible. I can't go to work. I have an appointment with the doctor today at 2:00. I hope I feel better tomorrow.

1. How does Nina feel today?
2. What are her symptoms?
3. What is she going to do?
4. Read the story one more time. Underline the verbs.

Today I feel very sick.

Grammar Tip: have + noun; feel +adjective

What's the matter?	How do you feel?	Adjectives
What's wrong?		
I have a headache	I feel sick.	sick/fine (well)
You have sore throat.	You feel sad.	sad/happy
She has the flu.	She feels bad.	bad/good (better)
We have a cold.	We feel awful.	awful/great
You have a stomachache.	You feel terrible.	terrible/terrific
They have a backache.	They don't feel well.	

Adapted from Richards, J. (2000) *New Interchange: Intro*. Cambridge: Cambridge University Press, p.73.

*Fill in the blanks with the correct form of the verbs **have** or **feel**. When you are finished, practice this conversation with a partner.*

A: Hi Serhiy. How are you?

B: I _____ terrible.

A: What's the matter?

B: I _____ a headache and a sore throat.

A: That's too bad. Do you _____ a cold?

B: Yes. I _____ an appointment to see the doctor today.

A: Well, I hope you _____ better.

B: Thanks.

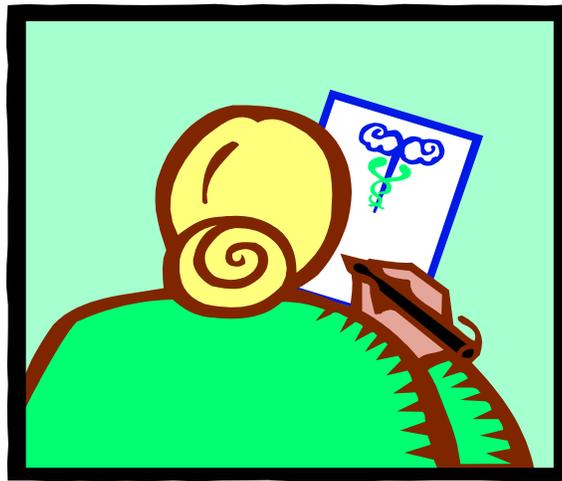
Writing Practice

*Now write about how **you** feel today.*

ESL Health Unit

Unit One The Doctor's Office

Lesson Two Describing Pain and Symptoms



Listening and Speaking Advanced Beginning

Goals for this lesson:

Below are some of the goals of this lesson. Which ones are your goals too? Check (✓) them.

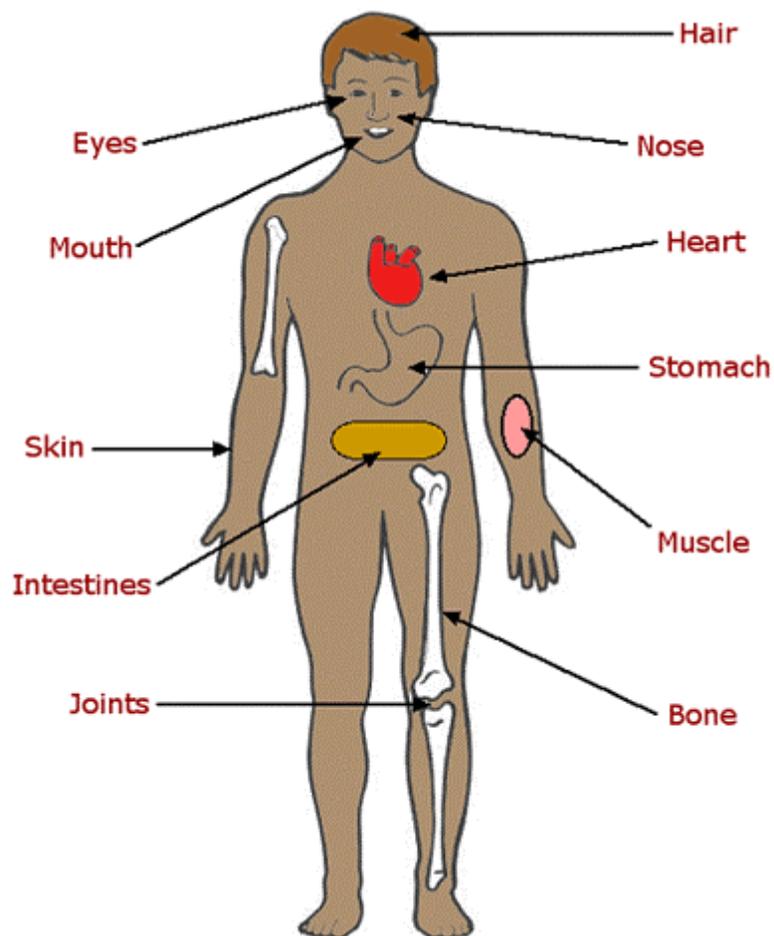
- list common health problems and symptoms
- use different words to describe pain
- describe your symptoms to a doctor
- prepare for your visit to the doctor

Lesson Two: Describing Pain and Symptoms

Listening and Speaking Practice

Before You Listen!

Look at the picture of the body. Study the body parts. Work with your teacher and classmates to name some other parts of the body.



http://www.hilltopmontessori.org/SRI/links/lower-el/kids/the_human_body/parts_of_the_body/human_body.gif

Listening Two: Talking to Your Doctor

Listen to a conversation between a patient and a doctor. Sasha does not feel well and goes to see the doctor.

Dr. Smith: Hello, Sasha. How are you feeling today?

Sasha: I don't feel well.

Dr. Smith: What's wrong? Can you tell me how you feel?

Sasha: Well, I have a terrible headache.

Dr. Smith: Hmm...Anything else? Does your throat hurt?

Sasha: Yes, it hurts a little. I have a cough too.

Dr. Smith: Do you have a fever?

Sasha: Yes, I have a low fever.

Dr. Smith: It sounds like you may have the flu.

Sasha: Oh, that's terrible.

Dr. Smith: Don't worry. I will give you some medicine and you will feel better soon.

Sasha: Okay. Can I go to work tomorrow?

Dr. Smith: No. Stay home tomorrow, get some rest, and drink plenty of juice and water.

Sasha: Thank you, Doctor.

Dr. Smith: Okay, take care of yourself and I hope you feel better soon.

Answer the questions.

1. How does Sasha feel today?
2. What are his symptoms?
3. What kind of illness does he have?
4. What does the doctor tell him?

Pronunciation: Sentence Stress

When we listen in English, it is easier to hear one word more than the others. This word is louder than the other words. It is usually more important. This word has the *main stress*. Listen a second time to the conversation and circle the word that has the *main stress*. Listen a third time and repeat.

Dr. Smith: Hello, Sasha. How are you  today?

Talk About it!

Activity One:

When you go to the doctor, it is very important to describe your pain clearly. Look at the picture below.

How strong is your pain?

0 _____ 1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____ 8 _____ 9 _____ 10

no pain



I don't have any pain.

hurts a little



It hurts a little.

hurts a lot



It hurts a lot.

severe pain



I'm in severe pain.

<http://www.nsfunnfit.ca/daycare.html>
www.debsquest.com/POETRY/face_the_facts.htm

It is also important to know how to describe your symptoms. Read the list of symptoms and review them with your teacher.

BODY PART	DESCRIPTION OF SYMPTOM
Nose	My nose is stuffed up. I have allergies. I'm sneezing a lot.
Ear	I have an earache.
Eyes	I can't see clearly.
Teeth	I have a toothache.
Throat	My throat hurts. I have a bad cough.
Head	My head hurts. I feel dizzy.
Skin	I have a rash.
Neck/ Back	My neck hurts. My back hurts.
Chest	I have chest pain.
Arm/hand	I think my arm is broken.
Stomach	My stomach hurts.

	<p>I threw up. I vomited.</p>
Foot/leg/ankle	<p>I think I sprained my ankle.</p> <p>I think my leg is broken.</p> <p>I think my foot is broken.</p>

Activity Two:

Look at the pictures below. Choose 5 and talk about them. Describe the symptoms and how much pain each person feels.

Example: Picture #6:

The girl has a sore throat. She's in severe pain.



Shapiro, N. and Adelson-Goldstein, J. (1998). *The Oxford Picture Dictionary*. New York: Oxford University Press, p. 78.

ESL Health Unit

Unit One The Doctor's Office

Lesson Two Describing Pain and Symptoms



Real Practice Advanced Beginning

Goals for this lesson:

Below are some of the goals of this lesson. Which ones are your goals too? Check (✓) them.

- list common health problems and symptoms
- use different words to describe pain
- describe your symptoms to a doctor
- prepare for your visit to the doctor

Lesson Two: Describing Pain and Symptoms

Real Practice!

A. *Make a chart listing your problem, symptoms and degree of pain (how much pain) to take with you on your next doctor's visit.*

Problem	Symptoms	Degree of pain
1.		
2.		
3.		

B. *Now write a list of all the medications and vitamins you take.*

Medications	Vitamins
 <p>http://www.hubin.org/images/publicinfo_pictures/what_is/medication.jpg</p>	 <p>http://www.mtstandard.com/medicaldirectory/art/vitamins.jpg</p>

A Thematic Unit for Beginning Level ESL Teachers
Beginning Level, Unit One: the Doctor's Office
Lesson Two: Describing Pain and Symptoms

Checklist for Learning

Vocabulary Log:

In the space below, write down all of the new words you learned during this lesson that you want to remember. Try to separate your list of words into nouns (person, place or thing), adjectives (describing words) and verbs (action words). For extra practice use them in sentences of your own.

New words I learned during this lesson:

Nouns:

Adjectives:

Verbs:

What can you do?

Below are some of the language goals you worked on during this lesson.

Check (✓) what you learned from this lesson. Add more ideas if you wish.

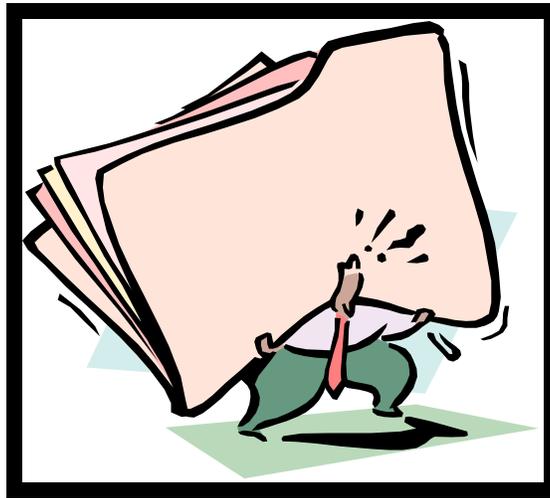
I learned to...

- describe your feelings
- understand a voicemail message
- learn new vocabulary
- describe why you call the doctor
- make an appointment
- _____

ESL Health Unit

Unit One The Doctor's Office

Lesson Three Knowing Your Health History



Reading and Writing Practice Advanced Beginning

Goals for this lesson:

Below are some of the goals of this lesson. Which ones are your goals too? Check (✓) them.

- describe your personal health history
- ask for information about your doctor's office
- ask questions when you do not understand
- prepare a family health history

Lesson Three: Knowing Your Health History

Reading and Writing Practice

Before You Read!

Discuss the new vocabulary words with your teacher and classmates.

VOCABULARY WORD	MEANING	SENTENCE
medication	 http://www.hubin.org/images/publicinfo_pictures/what_is/medication.jpg	My doctor gives me medication for my stomachache.
surgery	 http://www.cs.utexas.edu/users/s2s/latest/bialt1/src/WhatIsNano/images/surgery.gif	I am having surgery next week.
allergic	 http://www.niehs.nih.gov/kids/images2/matt2.gif	I am allergic to cats.

high blood pressure	 <p data-bbox="560 346 933 378">http://www.cardiov.ox.ac.uk/images/bp.jpg</p>	I have high blood pressure.
---------------------	--	-----------------------------

Reading Three: Problem at the Doctor's Office

After a visit to the doctor, one patient talked about a problem that she had when she was talking with her doctor:

“I went to the doctor. She asked me many questions. What **medication** do I take? How much? When? Did I ever have **surgery**? Am I **allergic** to anything? Does anyone in my family have **high blood pressure**? I didn't know the answers to her questions. This was a problem.”

1. What is the problem?
2. Why is it important to know your health history?
3. Do you know your health history?

Reading Four: A Family Health History

In the box below, read Yelena's description of her family health history. Do the activity with your classmates and your teacher. Please read the health history form and then answer the questions with your classmates and your teacher.

Health History Form

Father: He has high blood pressure. He also has allergies.

Mother: She has diabetes.

Grandmother (her father's mother): She has arthritis.

Grandfather (her father's father): He is healthy.

Yelena: I have high cholesterol. I have a thyroid problem. Sometimes I have backaches. I take medicine and vitamins regularly.

Fill in the blanks with the correct form of the verb:

1. Yelena's father _____ high blood pressure.
2. Yelena's mother _____ diabetes.
3. Yelena's Grandmother _____ arthritis.
4. Yelena's Grandfather _____ healthy.
5. Yelena _____ high cholesterol and a thyroid problem. She _____ medicine and vitamins regularly.

Grammar Tip: Possessives

I—my

My mother is sick today.

You—your

How is your mother feeling?

He—his/She—her

Her back hurts.

we—our

Our son feels sick.

you—your

How are your parents?

they—their

Their grandmother is in the hospital.

Yelena—Yelena's

Yelena's back hurts.

Yelena and Mary

Are Yelena's and Mary's parents okay?

Fill in the blanks with the correct possessive pronoun:

1. _____ (you) daughter has a toothache.

2. _____ (I) wife feels sick.

3. _____ (he) head hurts.

4. _____ (she) parents are healthy.

5. _____ (we) our son has the flu.

6. _____ (Yelena) leg is broken.

Reading Five: Reading a Doctor's Form

Look through the following form from a Doctor's office. This form asks you questions about your personal health history. Read the form and then discuss any words you do not know with your classmates and instructor. What do you know about your health history? What don't you know?

HEALTH HISTORY

Name: _____ Date: _____
 (First) (Middle) (Last)

Street Address: _____

City: _____ State: _____

Zip: _____

Telephone: (____) _____

Date of Birth: ____/____/____ Gender: Female Male

Height: ____ feet ____ inches Weight: _____ lbs

Marital Status: Single Married Widowed

This history form provides us with information to help us understand all your healthcare needs. Please complete the entire form by answering each question as through as possible.

GENERAL INFORMATION

1. When was your last physical exam? (exam in a doctor's office)

____/____/____

Name of Doctor: _____ Telephone: (____) _____

2. Place of Birth (Where were you born?): _____

3. What is your current occupation (job now)? _____

4. Please list all allergies (foods, drugs, environment) _____

LIFESTYLE & HABITS:

Smoking

1. Do you smoke? Yes No

If yes, how many packs a day do you smoke? _____

Alcohol

2. Do you drink alcohol? Yes No

If yes, how times a week do you drink? _____

Caffeine

3. Do you drink caffeine (coffee, soda, tea)? Yes No

If yes, how many cups a day? _____

Daily Exercise

4. How many times a week do you exercise? _____

Television Habits

5. How many hours a day do you watch television? _____

Sleep Habits

6. How well do you sleep? _____

How many hours a night? _____

ILLNESS OR OPERATION

1. Please list all serious illnesses and accidents you have experienced.

Illness or Operation	Year of Illness	Were you hospitalized? (Write YES or NO)

CURRENT MEDICATIONS

1. What medications do you take? Please list both prescription drugs (**medicine with a note from doctor**) and nonprescription drugs (**medicine without a doctor's note**):

_____	_____
_____	_____
_____	_____
_____	_____

Writing Practice:

Read Yelena’s description of her family’s health history again. Think about your family health history. Write a story about your family’s health history in the space below.

A large, empty rectangular box with a thin black border, intended for the student to write their story about their family's health history.

ESL Health Unit

Unit One The Doctor's Office

Lesson Three Knowing Your Health History



Listening and Speaking Practice Advanced Beginning

Goals for this lesson:

Below are some of the goals of this lesson. Which ones are your goals too? Check (✓) them.

- describe your personal health history
- ask for information about your doctor's office
- ask questions when you do not understand
- prepare a family health history



Lesson Three: Knowing Your Health History

Listening and Speaking Practice

Before You Listen!

What do you know about your doctor's office?

Work with your classmates and your teacher to answer the following questions.

1. Where is your doctor's office?
2. When is your next appointment?
3. What do you do if you have an emergency?
4. Does your doctor's office have a translator (**person who can speak your language and English**) who can help you?

Listening: Know Your Doctor's Office

Ramona is a new patient at Dr. Fuentes' office. Listen to the telephone conversation between Ramona and Alex Jones. Alex Jones is the receptionist who works at the front desk in Dr. Fuentes office.

Alex Jones: Hello, Dr. Fuentes' office, this is Alex Jones speaking.

Ramona: Hi. My name is Ramona Jimenez. I'm a new patient and I have a few questions about my appointment next week.

Alex Jones: How can I help you?

Ramona: Could you tell me where your office is?

Alex Jones: Sure, we are at 3401 Chestnut Street.

Ramona: Excuse me...I didn't understand. Could you repeat that please?

Alex Jones: Sure. We are at 3401 Chestnut Street. Do you know where that is?

Ramona: Yes. That is near my apartment.

Alex Jones: Oh, okay.

Ramona: I have another question. What information do I need to bring with me?

Alex Jones: You need to bring a list of ALL of the medicines you take, including non-prescription drugs, including eye drops, vitamins, and laxatives.

Ramona: I'm sorry...what was that? Did you say you want me to of my medicines?

Alex Jones: That's right. You should bring all of your medicines. You should also bring the phone number of your regular pharmacy and the names and addresses of your other doctors. When you come, you will fill out a health history.

Ramona: Ah...okay. If you don't mind, I have another question.

Alex Jones: Go ahead.

Ramona: Could you tell me again when my appointment is?

Alex Jones: Sure. Your appointment is at 10:00 a.m. on Friday.

Ramona: I'm sorry. Can you repeat that?

Alex Jones: 10:00 a.m. Friday.

Ramona: Could I ask you one more question?

Alex Jones: Sure. No problem.

Ramona: If I have an emergency before my appointment, what number should I call?

Alex Jones: First call our regular number. If we are not in, you should call our emergency number: 203-489-0987

Ramona: I'm sorry...could you say the number again more slowly?

Alex Jones: 2-0-3-4-8-9-0-9-8-7

Ramona: Okay...good. Thank you very much for your time!

Alex Jones: Can I help you with anything else?

Ramona: No. That's all for now. Thanks and see you on Friday!

1. Ramona asks several questions about her next visit to the doctor's office.

Below, write the answer Alex Jones gives to each of the Ramona's

questions. Discuss your work with your classmates and your instructor.

<i>Ramona's Question</i>	<i>Alex's Answer</i>
Could you tell me where your office is?	
What information do I need to bring with me?	
Could you tell me again when my appointment is?	
If I have an emergency before my appointment, what number should I call?	

2. Four different times during the conversation, Ramona has trouble understanding Alex. Listen to the conversation again. What does Ramona say when she does not understand Alex? Complete the following sentences with Ramona's words:

a. Excuse me...

b. I'm sorry...

c. I'm sorry...

Talk About It!

Before you begin the Talk About It activities, think about your answers to the following questions.

1. Is there a history of heart disease, hypertension, diabetes, cancer, or other illness in your family? If yes, what illnesses?
2. Has anyone in your family ever had surgery? If yes, what kind of surgery?
3. Do you have any allergies to medication or food?
4. Are you taking any medications?
5. Do you smoke?
6. Do you drink? (alcohol)
7. Do you exercise?
8. How many hours do you sleep each night? Do you have any problems sleeping?
9. Do you know your normal blood pressure?

Activity:

Role-play a visit to the doctor using the dialogue below. Take turns being the doctor and the patient.

Doctor: How are you feeling today?

Patient: I'm okay.

Doctor: Well, I'd like to ask you a few questions about your health history.

Patient: Okay.

Doctor: Do you have any health problems?

Patient:

Doctor: Okay. Are you taking any medications?

Patient:

Doctor: Do you have any allergies?

Patient:

Doctor: Have you ever had any surgeries?

Patient:

Doctor: Do you exercise?

Patient:

Doctor: Do you smoke?

Patient:

Doctor: Do you have any trouble sleeping?

Patient:

Doctor: Could you tell me about your family health history? Is there a history of heart disease, diabetes, cancer, or other illness in your family?

Patient:

A Thematic Unit for Beginning Level ESL Teachers
Beginning Level, Unit One: The Doctor's Office
Lesson Three: Knowing Your Family History

Checklist for Learning

Vocabulary Log:

In the space below, write down all of the new words you learned during this lesson that you want to remember. Try to separate your list of words into nouns (person, place or thing), adjectives (describing words) and verbs (action words). For extra practice use them in sentences of your own.

New words I learned during this lesson:

Nouns:

Adjectives:

Verbs:

What can you do?

Below are some of the language goals you worked on during this lesson. Check (✓) what you learned from this lesson. Add more ideas if you wish.

I learned to...

- describe your feelings
- understand a voicemail message
- learn new vocabulary
- describe why you call the doctor
- make an appointment
- _____