

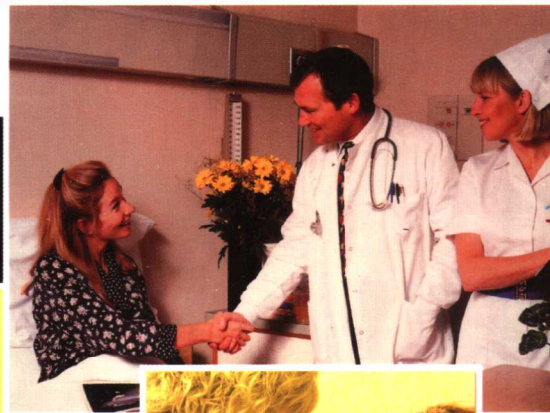


教育部职业教育与成人教育司推荐教材
技能型紧缺人才培养培训教材

涉外护理英语

主编: Jimmy Lin (菲律宾)

*Professional
English
for
Nurses*



情境对话
Scene Dialogue

1

外语教学与研究出版社

FOREIGN LANGUAGE TEACHING AND RESEARCH PRESS



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主 编: Jimmy Lin (菲律宾)

副主编: June Shi (美)

编 者: (以姓氏笔画为序)

Jimmy Lin (菲律宾) June Shi (美)

王有丽 叶影霞 李 萍

陈玉华 单 蕾

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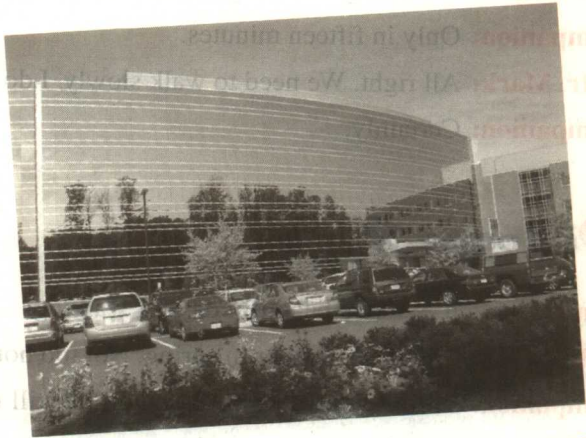
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Chapter 1



Outpatient Department Consultation

Unit 1 Finding Your Way

Mr. Mark is going to the hospital near his house, but he does not know how to get there. It will be better if somebody will accompany him to get to the hospital.

Dialogue 1

Mr. Mark: Excuse me, do you know how to get to the hospital?

Companion: Sure. The hospital is only two blocks away from your residence so we will just walk to get there.





Mr. Mark: How long will we get there? I do not like to walk a long distance.

Companion: Only in fifteen minutes.

Mr. Mark: All right. We need to walk slowly. I do not like to be in a hurry.

Companion: Certainly.

Dialogue 2

Companion: It is sure a beautiful day for walking.

Mr. Mark: I like the weather in spring. Not too hot.

Companion: I think you're right. But there is still cold weather in spring. We need to keep ourselves warm.

Mr. Mark: I hope we are going to have a nice spring this year.

Companion: We are here. It is that tall building on the left.

Mark: Gosh! I didn't expect the hospital to be this big. I am afraid that I may get lost in there.

Companion: Don't worry. We are going to be just fine.

Notes

- block = distance between streets 街区, 两条街之间的距离
e.g. I live two blocks away from the hospital.
- residence = house where one lives 住所, (某人) 居住的房间

Questions

1. How far is it from the hospital to Mark's residence?
2. How long will it take Mark and his companion to reach the hospital?



Role-play

The companion will describe how they will go to the hospital.

Unit 2 Orientation to the Hospital

Mark and his companion will go to the Outpatient Department of the hospital. This section of the hospital is usually located in the first floor, near the Emergency Room. It is the part of the hospital where patients can see a doctor for consultation to find out what is wrong with him.

Dialogue

Companion: I think we will go straight to the Outpatient Department (OPD).

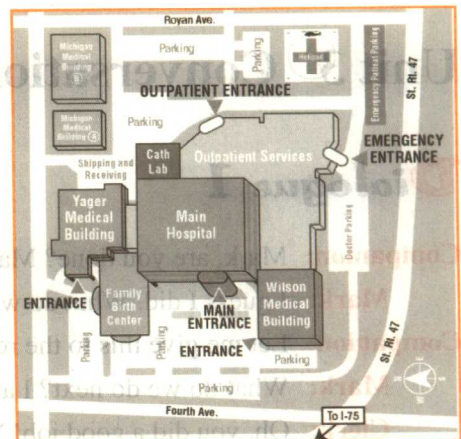
Mark: Do you know where it is?

Companion: It is right where we are now, to your left near the Emergency Room.

Mark: Are you sure? I am totally lost.

Mark: Do you know why we have to go straight to the Outpatient Department?

Companion: That is the place where we go to see the doctor to find out what is wrong with you.





Notes

- Outpatient Department (OPD) = It is usually located on the first floor of a hospital where patients go to consult doctors for sickness. 门诊部，通常位于医院的一楼，是患者向医生咨询疾病的地方。
- Emergency Room (ER) = It is where victims of accident and serious patients are taken, usually located on the first floor of a hospital adjacent (close) to the OPD. 急诊室，通常位于医院的一楼，毗邻门诊部，是接收发生意外事故和危重患者的地方。

Questions

1. Why was Mark taken to the OPD?
2. Why was not Mark taken to the ER?

Role-play

1. The companion of Mark is explaining where the Outpatient Department is located.
2. Explain to Mark why he is to go to the OPD instead of the ER.

Unit 3 Conversation for Patients (1)

Dialogue 1

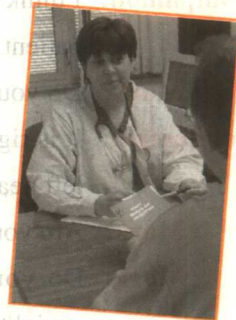
Companion: Mark, are you done? Make sure you fill up all the blanks.

Mark: I guess I did. What do we do now?

Companion: Let me give this to the receiving clerk.

Mark: What do we do next? I am so confused now.

Clerk: Oh, you did a good job! Your answers are very clear. Please take a seat. I will call you when the doctor is ready to see you.





Dialogue 2

Mr. Wilson: It is my first time. What about you?

Mark: So it is! I hope this will be my last.

Mr. Wilson: Me too.

Notes

- receiving clerk = the person at the reception desk 接诊人员, 在接诊处工作的人
- did a good job = followed instructions well 做得好, 按照指示做得好

Questions

1. Why should Mark wait to be called?
2. What can Mark do while waiting to be called by the receiving clerk?

Conversation 1

Admission

(Mr. Fred does not know where to take the admission, and asks his nurse.)

Mr. Fred: Excuse me, miss, but where should I go for the admission procedures?

Nurse: Follow me, please.

(Leading the patient to the admission office.)

Nurse: Here we are. This is the Admission Office of this hospital. Please show your outpatient appointment card.

(The patient takes it out and gives it to the nurse, then the nurse makes it done.)

Nurse: Now it's done. This is your ward. You share it with another patient. There is a curtain



between your beds. When you need privacy you can draw it on.

Mr. Fred: What daily articles should I bring in?

Nurse: Toothbrush, tooth paste, comb, slippers, towels, etc.

Mr. Fred: Can I bring in a TV set or radio set?

Nurse: Yes, you may. But you'd keep quiet and avoid disturbing others.

Mr. Fred: What can I do if I want to call you?

Nurse: The panel on the head of the bed is equipped with a nurse-call system. You can use it to alert the staff at the Nurses' Station, and a nurse will attend to your needs as soon as possible.

Mr. Fred: When are my relatives allowed to visit me?

Nurse: From 5 to 6 in the afternoon.

Mr. Fred: An hour is too short. Why do you limit the visits only to one hour?

Nurse: It's necessary to give patients a quiet environment for treatment and rest. Besides, long visits will be too tiring for them.

Mr. Fred: How about the meals?

Nurse: Meal times are 8 am for breakfast, 12 noon for lunch, and 6 pm for dinner.

Mr. Fred: Thank you very much for your advice.

Nurse: You are welcome. In case of any questions, ask any of the staff here. We'll be glad to help you.

Conversation 2





Gas Station

(Xiao Hong and Ling have been shopping all day. By the end of the day Ling finds out that her car needs some gas.)

Ling: I am running out of gas now. I need some gas.

Xiao Hong: Oh, no. Do you know where the next gas station is?

Ling: Yes, I do. Don't worry. It is not far from here.

(They are in the gas station now. A man is there for help.)

Man: Hello, ladies. How can I help you?

Ling: I would like to have some gas, please.

Man: Do you need full service or self-service?

Ling: I think I need full service. I have been shopping all day. I am very tired.

Man: Sure. How much do you need?

Ling: Fill it up, please.

Man: Which one would you like? Premium, regular or unleaded?

Ling: Regular, please.

Man: OK. 16 liters, 18 dollars and 5 cents.

Ling: All right. Here is twenty dollars. By the way, keep the change.

Man: Thank you very much. You have a nice day.

Chapter 2



Registration at Outpatient Department

Unit 1 Registration Card

The receiving clerk in the Outpatient Department will ask the patient to fill out the Registration Card, which contains the patient's name, age, birthday, address, telephone number, sex (male or female), and chief complaints (the reason why he went to the hospital for consultation).

Dialogue

Companion: Mark, I will help you fill up the blanks on the registration card. Write legibly your name, age, birthday, address, telephone number, sex and chief complaints.

Mark: All right. Thank you! Do I have to fill up all of the blanks?

Companion: Yes, it is necessary for proper identification.

Mark: Do I have to be detailed in the complaints?



Companion: Definitely. It's easier for the doctor to diagnose your illness and also for the nurses to take care of you.

Notes

- proper identification = data about oneself 适当的证明, 关于自己的信息
- detailed = including a lot of information or details 细节的
- definitely = certainly 确定, 肯定

Questions

- Why must all the blanks on the registration card be filled up?
- Why should the complaints of the patient's be very detailed?

Role-play

- Explain to Mark how to fill up the blanks on the registration form.
- Does the companion help Mark write complaints in detail?

CLINICAL OUTCOME DATA WORKSHEET

Patient Name: _____ Med. Record #: _____ ☐ Female ☐ Male (Please complete on all short-term and managed care patients.)

Facility or TCU: _____

☐ Check this box if this is a temporarily skilled long-term managed care patient.

Please complete the following section or attach a copy of the patient admitting record.

S.S.# _____ Primary Insurer: _____
 Date of birth: _____ Co-Insurance: _____
 Date of admission: _____ Secondary Insurer: _____
 Date of discharge: _____ Attending MD: _____
 Primary Care MD: _____

☐ Admitted from hospital: _____ Date of Adm: _____ Date of D/C: _____
☐ Inpatient: _____
☐ Other: Please specify _____ Emergency Day Surg. or _____

☐ Admitted from Rehab Hospital: _____
☐ Admitted from Health Center or MD office: _____
☐ Admitted from home _____
☐ Admitted from shelter _____
☐ Admitted from other SNF: _____

Please complete all of the following:

1. **Living Situation:**
☐ Lives Alone
☐ Lives with other adult(s)
☐ Supervised living arrangement (i.e. Assisted Living, Congregate Housing, Live-in Help)

2. **Reason for Admission:**
 Please check the box that indicates the **primary** reason for admission. If more than one of the categories applies, put "1" in the primary category and "2" in the other applicable categories:

<input type="checkbox"/> Orthopedic Rehab	<input type="checkbox"/> Medical Management	<input type="checkbox"/> IV's:
<input type="checkbox"/> Neuro Rehab	<input type="checkbox"/> Cardiovascular	<input type="checkbox"/> antiox Chydration <input type="checkbox"/> TPN
<input type="checkbox"/> Reconditioning	<input type="checkbox"/> Pulmonary	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Hospice Care	<input type="checkbox"/> G.I.	<input type="checkbox"/> Pain Management
<input type="checkbox"/> HIV Treatment	<input type="checkbox"/> Renal/genitourinary	Route: <input type="checkbox"/> po/IM <input type="checkbox"/> TPN
<input type="checkbox"/> Peritoneal Dialysis	<input type="checkbox"/> Multisystem	<input type="checkbox"/> sc pump <input type="checkbox"/> epidural
<input type="checkbox"/> Psycho/Cognitive Eval	<input type="checkbox"/> Hepatic	<input type="checkbox"/> Feeding Tube Management
<input type="checkbox"/> Oncology Treatment	<input type="checkbox"/> Diabetes	Route: <input type="checkbox"/> NG Tube
<input type="checkbox"/> Post-op Care	<input type="checkbox"/> Dehydration	<input type="checkbox"/> J Tube
<input type="checkbox"/> Wound Care (non-surgical)		<input type="checkbox"/> G Tube

outcome.doc (revised 3.97)



Unit 2 Registration Appointment

Mr. Johnson is a 55-year-old man who has been complaining of headache recently, and seems to be getting worse these past two days, so he decided to have a medical check-up. He is now at the appointment desk of the Beverly Hospital.



Dialogue 1

Mr. Johnson: Hello! I'd like to see a doctor for consultation as soon as possible.

Clerk: Have you come here for consultation before?

Mr. Johnson: No, I haven't.

Clerk: The earliest possible time Dr. Smith can see you is at ten o'clock in the morning the day after tomorrow. Can you come then?

Mr. Johnson: Yes, I can.

Clerk: May I have your name, please!

Mr. Johnson: Jack P. Johnson.

Clerk: Your address?

Mr. Johnson: Number 25, Sec. 3, Cambridge Rd.

Clerk: Your age, please.

Mr. Johnson: Fifty-five years old.

Clerk: And your telephone number.

Mr. Johnson: It's 524-6981.

Clerk: Thank you, Mr. Johnson. Dr. Smith will be expecting you the day after tomorrow at ten o'clock in the morning.

Mr. Johnson: Oh, by the way, I'd like to know how I could get here by subway.

Clerk: Get off the main subway station and get out from Exit C, you will see a coffee shop nearby, walk on your right side, for about 5 minutes until you see the building just right in front of you. That building is the hospital.





Mr. Johnson: OK. Thank you.

Clerk: You are welcome. Is there anything else I can be of help?

Mr. Johnson: No, thank you.

Dialogue 2

(Mr. Johnson goes to the hospital on the appointment day. This is his first visit to a hospital and he is now at the hospital lobby.)

Mr. Johnson: Excuse me, could you tell me where the Outpatient Department is?

Hospital Attend: Oh, yes. You just go straight ahead and you will see a lady sitting at the desk on your left.

Mr. Johnson: Thank you.

(at the outpatient waiting room)

Clerk: May I help you, sir?

Mr. Johnson: Yes, I have an appointment with Dr. Smith. My name is Jack P. Johnson.

Clerk: Just a moment, please.

Clerk: OK. Mr. Johnson, your appointment is at 10 am, with Dr. Smith.

Mr. Johnson: So Dr. Smith is waiting for me at the clinic?

Clerk: Yes, Mr. Johnson. You can go to his clinic now, which is located on the sixth floor of this building.

Mr. Johnson: Could you please briefly orient me to this hospital?

Clerk: Of course! I understand this is your first time in our hospital, we have four buildings. Where you are now is the main building, where the Admission & Emergency Department and all the clinics are located. The yellow building on the right side is for all the inpatients, and the other two green buildings are the special units. Our laboratory is on the third floor, and X-ray Department on the fourth floor. The first floor right side is the A&E Department, and on the left side there are some shops, like the flower shop/pharmacy shop/café.

Mr. Johnson: Thank you, now I know something about the hospital.

Clerk: Mr. Johnson, you can go up to the medical clinic now, please.

Mr. Johnson: All right. See you then.



Notes

- have a medical checkup = consult a doctor for some medical examinations 体检, 为做身体检查咨询医生
e.g. I went to the hospital to have my usual medical checkup.
- call for an appointment = make an appointment for something 预约
e.g. Mary just called for her dental appointment.
- expecting somebody = waiting to see somebody 等待某人
e.g. I will be expecting you in the coffee shop tomorrow morning.
- just a moment = wait for a while 片刻, 等一会
e.g. Please sit there just a moment; I will help you as soon as I can.

Questions

1. Why is Mr. Johnson going for a medical checkup?
2. How did he make his appointment?
3. How did he ask about the directions?
4. What did the clerk answer?

Role-play

Ask about one of your friends to play the role as a patient who is going to see a doctor. To help him/her with the directions and make an appointment.



Conversation 1

Making an Appointment

Nurse: Hello. How can I help you?

Dannis: Yes. I do not feel good. I think I am sick.

Nurse: Do you want to see a doctor?

Dannis: Yes. Where shall I register?

Nurse: Here. Well, have you been here before?

Dannis: No, this is my first visit.

Nurse: Are you a local people?

Dannis: Yes, I am.

Nurse: Have you a registration card?

Dannis: Yes, here it is.

Nurse: I'll make a file for you. Please write down your full name. When were you born?

Dannis: I was born on May 4, 1978.

Nurse: What is your job?

Dannis: I'm a teacher teaching English in a university.

Nurse: Are you married or single?

Dannis: I'm married.

Nurse: Please pay for the registration.

Dannis: OK. Here you are.

Nurse: Here is your receipt and change. This is your registration card. Please don't lose it and bring it whenever you come.

Dannis: Yes, I will.

