



复旦·卓越当代医学英语系列

护理职业 交际英语

Vocational English for Nursing Communication

史冬梅◎主编



复旦大学出版社

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前 言

《护理职业交际英语》是一本适合高职高专医学院校护理专业学生使用的英语教材。本教材旨在从培养高级应用型人才的目标出发,结合护理专业学生毕业后的岗位工作实际,力求为她们提供未来工作岗位所需的专业英语知识和技能,培养学生涉外护理交际能力。

本书共分两大模块,即交际英语模块和附录模块。交际英语模块汇集了护理工作常用的各种情境会话,根据具体情境不同,设置了门诊护理,住院、出院护理,日常护理,基础护理,术前、术后护理,急诊护理,重症护理,妇产科护理和整体护理等会话。同时,还介绍了护理文件书写及护理面试等相关知识。附录模块包括护理英语常用缩略词、常用词汇和常用句型,以便学生举一反三,将各部分所学的会话应用到其他相似的工作情境中。本教材充分体现了职业英语交际的特点,涉及护理人员可能遇到的大部分场景,口语训练场景变化多样,并围绕对话展开形式多样的一系列语言操练。

在本教材编写过程中,编写组成员遵从职业教育特点及学生学习需求,将公共英语与职业英语相结合,提高学生英语交际能力,以增强其就业竞争力。同时编写组成员秉承认真负责的态度,仔细审阅,不断修改完善。本教材的编写得到了护理专业教师的指导、各院校同行的帮助以及医院护理部的协助。同时,也得到了复旦大学出版社的大力支持,在此一并表示由衷感谢!由于时间仓促及编写者护理专业知识有限,本教材难免存在不足之处,真诚欢迎广大师生和读者批评指正。

史冬梅

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Contents

Chapter One Outpatient Care

门诊护理	1
Module 1 Orienting the Patient to the Unit and Hospital	
安排患者入院	2
I . Dialogue	2
II . Practice	5
Module 2 At the Registration Office	
挂号	6
I . Dialogue	6
II . Practice	8

Chapter Two Admission & Discharge Care

入院和出院护理	10
Module 1 Admission	
入院	11
I . Dialogue	11
II . Practice	13
Module 2 Discharge	
出院	15
I . Dialogue	15
II . Practice	16

Chapter Three Care Routine Communication

护理常规沟通	19
Module 1 Routine Communication I	
护理常规沟通 I	20
I . Dialogue	20
II . Practice	22

Module 2	Routine Communication II	
	护理常规沟通 II	24
I.	Dialogue	24
II.	Practice	26

Chapter Four Basic Care

	基础护理	29
Module 1	Enema	
	灌肠	30
I.	Dialogue	30
II.	Practice	33
Module 2	The Observation and Nursing of Vital Signs	
	生命体征的观察与护理	35
I.	Dialogue	35
II.	Practice	38
Module 3	Anaphylactic Test	
	过敏试验	40
I.	Dialogue	40
II.	Practice	43
Module 4	Intravenous Injection	
	静脉注射	44
I.	Dialogue	44
II.	Practice	45
Module 5	Indwelling Nasogastric Gavage	
	鼻饲	47
I.	Dialogue	47
II.	Practice	48

Chapter Five Preoperative & Postoperative Care

	术前和术后护理	51
Module 1	Preoperative Care	
	术前护理	52

I . Dialogue	52
II . Practice	54
Module 2 Postoperative Care	
术后护理	55
I . Dialogue	55
II . Practice	58
Chapter Six Emergency Care	
急诊护理	60
Module Emergency Care	
急诊护理	61
I . Dialogue	61
II . Practice	63
Chapter Seven Critical Care	
重症护理	65
Module Critical Care	
重症护理	66
I . Dialogue	66
II . Practice	68
Chapter Eight Gynaecology & Obstetrics Care	
妇产科护理	71
Module Gynaecology and Obstetrics Care	
妇产科护理	72
I . Dialogue	72
II . Practice	75
Chapter Nine Holistic Nursing	
整体护理	77
Module Holistic Nursing	
整体护理	78

I . Dialogue	78
II . Practice	80
Chapter Ten Nursing Documents	
护理文件	82
Module Nursing Documents	
护理文件	83
I . Principles for medical and nursing documents	83
II . Samples	83
III . Practice	87
Chapter Eleven Job Interview	
面试	90
Module 1 Interview	
面试	91
I . Dialogue	91
II . Practice	93
Module 2 Employment Application Form	
应聘申请表	94
I . Employment application form sample	94
II . Practice	98
附录 I The English Abbreviation of Nursing Terms	
护理常用缩略词	100
附录 II Commonly Used Nursing Terms	
护理常用术语	105
附录 III Commonly Used Nursing Sentences	
护理常用句型	112



Chapter

Outpatient Care

门诊护理



Module 1

Orienting the Patient to the Unit and Hospital

安排患者入院

I . Dialogue

(Susan: nurse Mr. Green: patient)

Susan: Excuse me. Are you Mr. Green?

Mr. Green: Yes, I am.

Susan: I am Miss Wang, your nurse. I will take you to your ward. This way please.

Mr. Green: Ok.

Susan: This is your ward, and you have the second bed. The bed number is two. Here is your call light. Just press the button and someone will come to see what you need at once. And this is your bathroom.

Mr. Green: Thanks.

Susan: You are welcome. Are you familiar with the hospital at all?

Mr. Green: No. I can't even remember how I got here. This is a big hospital, and it makes me confused.

Susan: Let me explain it for you. The signs in this building are blue, and it is called the medical building. This is the sixth floor, and the elevators are at the end of the hall on your left. The main entrance to the hospital is on the first floor. The cafeteria, restaurant and stores are in the basement.

Mr. Green: Oh, I know. Thanks a lot.

Susan: Don't mention it. Mr. Green, why don't you put on this hospital gown in the bathroom, and later I will examine you.

Mr. Green: Ok.

(Five minutes later.)

Mr. Green: I am ready.

Susan: Ok. How about getting on the scales so that I can get your personal

information such as weight and height before you go to bed? I was wondering if you brought any of your personal things with you.

Mr. Green: What do you mean?

Susan: Well, things like slippers, a toothbrush and toothpaste, a washbasin and towel, and a water glass or cup.

Mr. Green: Not yet. But doesn't the hospital supply them?

Susan: No.

Mr. Green: Oh, the hospitals in the U. S. supply all those things for the patients.

Susan: How convenient! But here in China the family must go and buy whatever is needed. There is a grocery store in the basement where you can buy what you need.

Mr. Green: All right. I have to make a list and give it to my wife so she can help me with the things. How about the visiting hours?

Susan: They are very flexible. Family members can stay long hours to help care for the patients and take them for walks. Usually it is best to come in the afternoon after all the tests are over.

Mr. Green: What should I do with my personal things?

Susan: If you have anything valuable, please send them home by your wife. We do not have a safe to lock them in. And you can put the rest of your things in your bedside table or closet.

Mr. Green: Ok. Thank you very much for your detailed introduction and explanation.

Susan: My pleasure.

Notes

orient ['ɔ:riənt]

n. 东方; 亚洲

adj. 东方的

vt. 使适应; 使朝东; 定……的方位

ward [wɔ:d]

n. 病房; 行政区; 监护; 守卫

elevator ['elivətə]

n. (美) 电梯

cafeteria [ˌkæfɪ'tɪəriə]

n. 自助餐厅



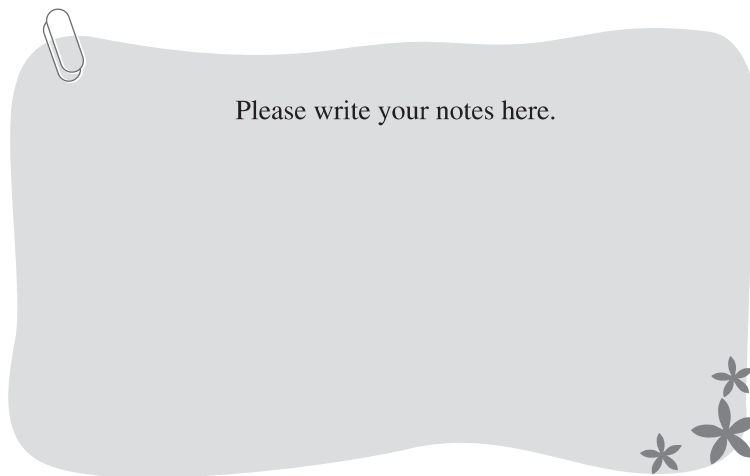
basement ['beɪsmənt]	<i>n.</i> 地下室; 根基
gown [gaʊn]	<i>n.</i> 长袍; 长外衣
scales [skeɪlz]	<i>n.</i> 秤; 天平
slippers ['slɪpəz]	<i>n.</i> 拖鞋
toothpaste ['tu:θpeɪst]	<i>n.</i> 牙膏
washbasin ['wɒʃbeɪsɪn]	<i>n.</i> 脸盆
towel ['taʊəl]	<i>n.</i> 毛巾; 手巾 <i>v.</i> 用毛巾擦
grocery ['grəʊsəri]	<i>n.</i> 杂货店 <i>adj.</i> 杂货的
flexible ['fleksəbl]	<i>adj.</i> 灵活的; 可变通的; 易弯曲的; 柔韧的
closet ['klɒzɪt]	<i>n.</i> 壁橱; 衣帽间; 密室

Related Information

1. The ward is divided into two regions the inside area and outside area. The outside area includes two channels and a patient resting and waiting zone. The two channels are channel for visiting and logistics channel.
2. At the visiting channel, the patient can talk with their family members by the phone, and they can also see each other through the large windows. We can see each patient's information outside the windows including the patient's bed number and name. In addition, We will write the patient's daily blood test results in the brand about which the families are very concerned.
3. The ward's washroom contains a shower room and an automatic toilet.
4. The assistant rooms include: diet room, asepsis storeroom, preparation room, office and meeting room.
5. Patient could get food and fruits either from family members or the nutrition center.

II. Practice

Practice 1: *In pairs or small groups to brainstorm about the vocabulary, phrases or sentence patterns that can be used in Orienting the Patient to the Unit and Hospital.*



Practice 2: (1) *Create a dialogue according to the following clues in the box, and then role play it.*

When:	9:00 in the morning	
Where:	in the ward	
Who:	Mr. Green (patient)	Susan (nurse)
What happened:	doesn't know the structure of the hospital doesn't know what should be brought into the ward	explain the things in the ward and hospital explain what the patient should take into the ward

Practice 2: (2) *Put the following sentences in the correct order and make them into a dialogue, and then role play it.*

- () There is a grocery store in the hall where you can buy whatever is needed.
- () Yes, I am.
- () This is the ninth floor, and the elevators are at the end of the hall on your right. The main entrance to the hospital is on the first floor. The cafeteria,



restaurant and stores are in the basement.

- () Excuse me. Are you Mrs. Edison?
- () When are the visiting hours?
- () You are welcome.
- () Are you familiar with the hospital?
- () Not yet.
- () Thank you very much for your detailed explanation.
- () They are very flexible. Usually it is better to come in the afternoon after all the tests are over.
- () I was wondering if you brought any of your personal things with you.
- () What do you mean?
- () Well, things like slippers, a toothbrush and toothpaste, a washbasin and towel, and a water glass or cup.
- () No. I can't even remember how I got here, and it makes me confused.

Practice 3: In pairs or small groups, discuss the following questions and then feedback your answers to the class.

1. How could Mr. Green call the nurse?
2. On which floor does Mr. Green live?
3. Why does the nurse advice Mr. Green to change his clothes?
4. What kinds of personal things should Mr. Green buy? And where can he buy them?
5. When are the visiting hours?
6. What should Mr. Green do with his personal things?



Module 2

At the Registration Office

挂号

I . Dialogue

(Susan: nurse Mr. Green: patient)

Susan: Good morning. Can I help you?

Mr. Green: Good morning. I'm running a high fever and feeling terribly bad.

- Susan: How long have you had this problem?
- Mr. Green: Since yesterday.
- Susan: Well, have you ever been here before?
- Mr. Green: Yes.
- Susan: Have you had a registration card?
- Mr. Green: Yes, I have. But I didn't take that with me today.
- Susan: Can you remember your card number?
- Mr. Green: Sorry, I can't.
- Susan: Ok. In that case, you have to fill in this registration card. Your age, gender, address and things like that.
- Mr. Green: No problem. Which department should I register with?
- Susan: You'd better go to the medical department.
- Mr. Green: Ok. Here is my registration card.
- Susan: Thanks. The registration fee is five yuan.
- Mr. Green: Fine. But can you tell me how to get to the medical department, please?
- Susan: Of course. Take the elevator to the third floor and then make a left turn. Go along the corridor until you see the sign on your right. And give the doctor your registration card.
- Mr. Green: Is he very busy?
- Susan: Normally yes, but today you are lucky.
- Mr. Green: Oh, good. Thank you.
- Susan: Don't mention it.

Notes

registration [ˌredʒɪs'treɪʃən]

n. 注册; 登记; 挂号

register ['redʒɪstə]

v. 登记; 记录; 注册; 挂号

corridor ['kɒrɪdɔ:]

n. 走廊

medical department

内科

run a high fever

发高热

in that case

如果那样

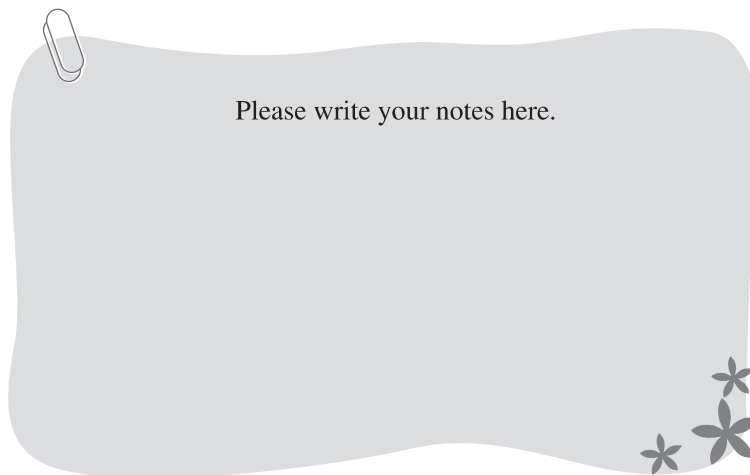
fill in

填写



II. Practice

Practice 1: *In pairs or small groups to brainstorm about the vocabulary, phrases or sentence patterns that can be used at the Registration Office.*



Practice 2: (1) *Create a dialogue according to the following clues in the box, and then role play it.*

When:	9:00 in the morning	
Where:	At the Registration Office	
Who:	Mr. Green (patient)	Susan (nurse)
What happened:	doesn't know how to register doesn't know how to get to the medical department	help the patient fill in the registration card tell the exact position of the medi- cal department

Practice 2: (2) *Put the following sentences in the correct order and make them into a dialogue, and then role play it.*

- () How long have you had this problem?
- () Have you had a registration card?

- () Fine. But can you tell me how to get to the medical department, please?
- () No problem. Which department should I register with?
- () Good morning. I'm running a high fever and feeling terribly bad.
- () Yes, I have.
- () Oh, good. Thank you.
- () OK. In that case, you have to fill in this registration card. Your age, gender, address and things like that.
- () You are welcome.
- () Of course. Take the elevator to the third floor and then make a left turn. Go along the corridor until you see the sign on your right.
- () Good morning. Can I help you?
- () You'd better go to the medical department.
- () Since yesterday.

Practice 3: In pairs or small groups, discuss the following questions and then feedback your answers to the class.

1. What's the matter with the patient?
2. Has the patient had a registration card?
3. Can the patient remember his card number?
4. Which department should the patient register with?
5. How can the patient get to the medical department?
6. Is it very busy?