

21世纪职业教育行业英语

# 医护英语

# Nursing and Healthcare English

21st Century  
Professional English

王雷达 主编



 复旦大学出版社

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# 《医 护 英 语》

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# 总 序

2014年5月,国务院颁发了《关于加快发展现代职业教育的决定》,提出:“到2020年,形成适应发展需求、产教深度融合、中高职衔接、职业教育与普通教育相互沟通,体现终身教育理念,具有中国特色、世界水平的现代职业教育体系。”其中明确强调:一是要统筹发展各级各类职业教育,引导一批普通本科高等学校向应用技术类型高等学校转型,打通从中职、专科、本科到研究生的上升通道,为学生多样化选择、多途径成才搭建“立交桥”;二是要充分发挥市场机制作用,深化产教融合、校企合作、工学结合,推动专业设置与产业需求对接、课程内容与职业标准对接、教学过程与生产过程对接、毕业证书与职业资格证书对接、职业教育与终身学习对接,强化职业教育的技术技能积累作用。由此可以看出,职业院校将更加强调学生行业技术技能的教育与培养,而行业英语教育是其中最为重要的内容之一。

《21世纪职业教育行业英语系列》正是在这样的背景下编写出版的系列教程。该系列教程按照教育部职业院校外语类专业教学指导委员会颁发的“高等职业学校专业教学标准(试行)”规定的18个大类410个专业的教学标准中对行业英语的教学需求编写而成,预计将出版40余种。本系列教程编写体例相对统一,依据行业的流程设计单元主题和模块,听、说、读、写、译并重,但又根据行业的特点,有所侧重。例如《民航服务英语》强调学生英语听说能力的训练,而《汽车英语》则强调行业资料阅读和写作的训练。这一系列教程将为职业院校、成人高等学校学生,以及相关职业教育机构提供



各行业所需的英语能力标准和训练内容。

在中国政府的大力倡导下,发展职业教育已成为提高全民素质的培养手段之一。全社会对其的重视程度可谓空前。它既是相关行业的热门话题,也是各大商业机构竞相投资的领域之一。由此可以预见职业教育对教学内容的旺盛需求。《21世纪职业教育行业英语系列》是学生从基础英语教育到行业知识教育的重要转变项目,是职业教育教学内容的重要补充,将为中国职业教育发展奠定稳定的基础。

教育部职业院校外语类专业教学指导委员会副主任委员

徐小贞



# 前言

由于经济全球化进程加快,以及老龄化社会的来临,国内外对护士的需求正在快速增加。因此,医护人才要适应国际化发展,熟练掌握医护英语和业务口语交际能力,已成为从业的基本标准和必备素质。卫生职业教育,作为高等职业教育的一个分支,也同样具有职业技术性的特点,它的主要任务是培养生产、管理、服务等社会各行业第一线的高级实用型、应用型、复合型人才。

高等职业医学院校的英语作为一门公共必修课,所教授的内容长期以来未能与学生的未来职业有效结合,很难满足未来工作岗位的实际需求。为适应新时期国家大力发展职业教育的新形势和新要求,顺应医护英语课程改革趋势,我们通过广泛的调研与充分的论证,对护理人才培养方案、医院用人单位和教师、学生的需求进行了分析调查,开发了本套教材。本教材以培养学生在将来工作中所需要的英语应用能力为目标,在帮助学生打好语言基础的同时,重点提高学生在医护职业背景下的听、说、读、写的能力,特别是工作过程中的英语交际能力,真正体现卫生职业教育中英语教学的职业性、实践性和实用性。

本教材在内容选择和教学设计上力求体现“5C”一体化教学特色,即 communicative, content-based, cross-cultural, comparative, compassionate。具体来说如下:

一、本教材的设计和选材符合《高等职业教育英语课程教学要求》,遵循“实用为主、够用为度”的原则,强调打好语言基础和培养语言应用能力并重;强调语言的交际性,特别重视听、说能力的培养,培养学生实际与患者有效沟通的技能,提高服务质量。

二、教材设计按照学生未来职业需求安排教学内容,具有时代特色和职业特点,以英语为主线,以医护工作任务为背景,使其具备用英语处理简单涉外医疗服务业务



的能力。

三、语言材料的选取体现跨文化的医疗服务,在学习语言的同时使学生能够理解不同的文化,通过文化对比提高学生的文化相融能力,培养他们在医疗实践中的跨文化意识。除了文化上的对比之外,还注意在语言形式上尽可能地与汉语进行对比,医学术语和日常用语的对比,这些对比可以有效地帮助学生避免社交语用失误。

四、语言材料的选取还融入了对医学生职业道德的教育,体现医疗服务中的人文关怀,对患者的尊重和爱护,使学生既注意提高职业素养,又注意提高其人文素养。

五、课文以听、说为导入,以口头和书面表达为驱动,体现了以学生为主体的教学模式。课文还设计了丰富多样的课堂活动,教师成为课堂的组织者和促进者,学习内容图文并茂,符合医学生的学习风格。让学生随着学习的深入不断增强对医护英语学习的自信心,为今后的进一步学习打下良好的基础。

在教材结构上,全书共分为八个单元,每个单元内容大都围绕与一个主题相关的场景、情境,功能和专业知识。单元内的每个部分都有侧重练习的语言技能,环环相扣,层层递进。在实际教学中,老师可根据学生的实际水平和课时安排按需要进行取舍:

1. Lead-in ( 课程导入 )
2. Focus Listening and Opening Your Mouth ( 听说训练 )
3. Intensive Reading ( 精读课文 )
4. Extensive Reading ( 泛读练习 )
5. Practical Writing ( 实用写作 )
6. Test Yourself ( 美国 NCLEX 护士考试例题 )
7. Toolkit for Nursing ( 临床常用公式,度量衡的换算 )

本书适用于职业教育各专业学生、本科学生,在职的医务工作者也可以使用本书作为提高实用医护英语的培训教材。在教材的编写过程中,由于编者水平有限,难免存在不足之处。恳请各位专家、同仁和广大读者提出批评、建议。本书的部分材料选自互联网以及国内外的部分出版物,在此对相关内容的作者表示感谢!

编 者



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# Unit 1

# Booking a Doctor's Appointment



## Lead-in

Suppose you are a receptionist in a hospital and receive a client's phone call one morning. He needs to make a doctor's appointment. Please discuss the following questions in groups with the suggested words.

1. How are you going to respond to the client's phone call?
2. What important points should be included while making a doctor's appointment?



### Suggested Words

安排: schedule	预定: book
预约: appointment	取消: cancel
适合: be good for	接待员: receptionist
日期和时间: date and time	
(顾问)医生: consultant	



## Focus Listening

### Task 1 Listen to an appointment call and then fill in the blanks with the missing words.

This is Dr. Spenser's office. We are calling to remind Michel that you have an appointment on \_\_\_\_\_, scheduled for \_\_\_\_\_ a.m. Please remember all the deductibles (自付额) and co-payments (共付医疗费) are \_\_\_\_\_ at the time of the service. Please \_\_\_\_\_ us 24 hours in advance if you must \_\_\_\_\_ your appointment. It is very important that you \_\_\_\_\_ to one of the following options:

To confirm your appointment, \_\_\_\_\_ 1.

To replay this \_\_\_\_\_, press 2.

To cancel your \_\_\_\_\_, press 5.

Thank you for \_\_\_\_\_ your appointment. We look \_\_\_\_\_ to seeing you soon.

### Task 2 Listen to the conversation and fill in the blanks with the missing words.

Receptionist: Dr. Spenser's office. Jane's \_\_\_\_\_. How can I help you?

Caller: I need to make an \_\_\_\_\_ with Dr. Spenser.

Receptionist: Do you know your chart number?

Caller: No, sorry. It's at home and I'm at work \_\_\_\_\_.

Receptionist: No problem. \_\_\_\_\_, please?

Caller: George Mason.

Receptionist: OK, Mr. Mason. Hold on one moment while I \_\_\_\_\_ your chart, please.

Caller: Sure.

Receptionist: Thanks for waiting. Now, what do you need to see the doctor about?

Caller: Well, I've \_\_\_\_\_ a cold for more than a week, and I think I might have a \_\_\_\_\_ or something. My cough is getting worse.

Receptionist: Hmm. Doctor Spenser is \_\_\_\_\_ tomorrow. Do you think it can wait until \_\_\_\_\_?

Caller: Oh, I am really hoping to \_\_\_\_\_ today or tomorrow in case I need some \_\_\_\_\_. Maybe I'll have to go to the walk-in-clinic instead.

Receptionist: Actually, we had a \_\_\_\_\_ for 2:00 p.m. today if you can get away from the office.

Caller: Gee, it's almost 1:00 p.m. already. I think I can \_\_\_\_\_ if I leave right now.

Receptionist: We're running a bit behind \_\_\_\_\_, so you can probably count on seeing the doctor around \_\_\_\_\_.

Caller: That's great. Thanks for \_\_\_\_\_.

Receptionist: You're welcome, Mr. Mason. We'll see you in an hour or so.

**Task 3** In this section, you will hear ten short conversations. At the end of each conversation, a question will be asked about what was said. After each question there will be a pause. During the pause, you must read the three choices marked A, B, and C, and decide which one is the best answer. Both the conversation and the question will be read only once.

- A. To get a tooth pull off.
  - B. To make an appointment with the man.
  - C. To make an appointment with the dentist.
- A. The weather.
  - B. The seafood.
  - C. The cold.
- A. George's brother.
  - B. George's wife.
  - C. George's father.
- A. A bad cold.
  - B. Severe headache.
  - C. Asthma.
- A. High fever.
  - B. Sputum.
  - C. Cough.
- A. Patient and her husband.
  - B. Patient's husband and nurse.
  - C. Patient and nurse.
- A. In the operating room.
  - B. In the admitting office.
  - C. In the pharmacy.
- A. Cancer.
  - B. Heart attack.
  - C. Car accident.
- A. Liquid supper.
  - B. NPO (no eating or drinking).
  - C. Sleeping pills.
- A. In the pharmacy.
  - B. In the laboratory.
  - C. In the Department of Internal Medicine.

**Task 4** Listen to the following passage and answer the following questions.

1. Who will be able to help you choose your consultant?
2. What will you need from your GP before seeing your consultant?

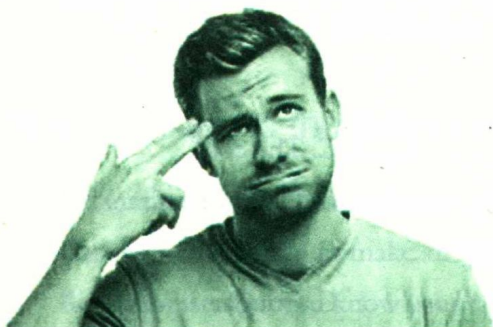


3. How soon will an appointment be available?
4. Where should you report when you attending your appointment?
5. Who is welcome to accompany you when you see your consultant?
6. Who do you think might the speaker be?



## Opening Your Mouth

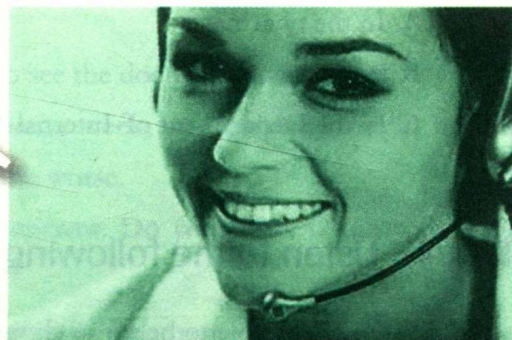
Make a dialogue with your partner with the help of the sentences given below.



Patient

- I need to make an appointment.
- I need to see the doctor.
- When is the doctor available?
- I need to renew my prescription.
- Do you think whether the doctor could squeeze us in today?
- I need to make an appointment for my husband.
- My child needs to come in for a check-up.
- The doctor wants to see me again in two weeks' time.

- What is the appointment regarding?
- Which day/What time is good for you?
- Is January the 3rd OK for you?
- How does 4 o'clock sound?
- We'll see you then.
- I'm sorry the doctor is not taking new patients.
- We'll call you if there are any cancellations.
- We're running an hour behind schedule.
- Dr. Jones is away. You'll be seeing Dr. Lindsay.



Receptionist



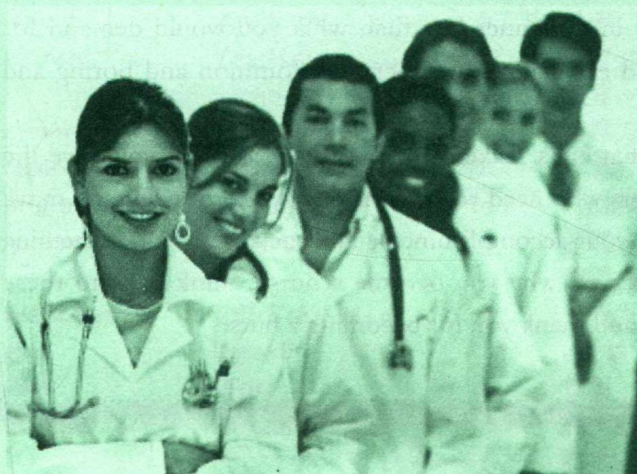


## Intensive Reading

### New Nurse



### Text A



Welcome to the world of nursing. As you embark on your new career, know that you have made a wise and wonderful choice to give of yourself to help make a difference in someone's life every day. Nursing is one of the most rewarding and yet challenging careers. It can be a thankless job and at the same time, nursing can bring you countless hours of joy and some of the most heart-felt love.

Nursing is one of the most physically and emotionally demanding careers. You will require a great deal of physical stamina and a strong sense of humor to perform your daily duties. Nurses combine the art of caring with a broad scientific knowledge base to provide care, promote wellness, and improve the lives of their patients. It takes strong communication skills, both written and oral, combined with a scientific mind and a warm heart and soul to form the foundation for a good nurse.<sup>1</sup>

You will learn to laugh and to cry with your patients, to share their joys and disappointments and sorrows. They will all touch your life in very different ways and some will become a part of you forever. Nursing is a lifelong learning experience. You will learn something new every day. You will teach your patients how to improve their lives, to become responsible for their own outcomes, and to be independent in their own health care.

You will learn many new techniques and skills and nurture many talents and abilities, some of which you never knew you had.<sup>2</sup> You will become competent and lose your fear and feelings of inadequacy as you grow into your new profession. You will also experience many negative aspects and encounter nurses who are burning out. Your enthusiasm could help them to rediscover why they chose nursing and how to make nursing important again