



普通高等教育“十一五”国家级规划教材
新标准高职高专公共英语系列教材
VOCATIONAL COLLEGE ENGLISH

医护英语

行业英语系列

HEALTH MATTERS

作者 Ian Wood
改编 胡燕平

学生用书
STUDENT'S BOOK





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总 序

高等职业教育贯彻以服务为宗旨、以就业为导向的办学方针，培养的人才需最大限度地符合未来职业的要求。高职高专公共英语教学必须明确这一定位，为高职人才培养的总目标服务。高职高专公共英语教学改革也应该尝试能够体现这一教学改革目标的探索与实践，以职业岗位要求为依据，开展有针对性的教育，以强化高职高专公共英语教学的实用性、职业性特征。正在研讨的《高等职业教育英语课程教学要求》已体现了这一改革思路，将行业英语的教学纳入了高职高专公共英语教学的内容。然而高职高专公共英语教学应如何与行业相结合，这仍是一个值得我们思考和探讨的问题。“新标准高职高专公共英语系列教材·行业英语系列”不仅为这个问题给出了一个科学、合理的解决方案，也为行业英语教材的建设提供了一个优秀的范本。

细致是该系列教材最难能可贵之处。无论是对所涉及行业中需要使用英语进行工作的情景以及各种情景下常用的句型、词汇、专业术语，还是对国际交往中最容易引发沟通障碍的文化差异以及由于缺乏了解可能引起的商务礼仪失误，该系列教材都作了细致入微的介绍与分析。这使教材在选材、学习量及活动的设计上都极具科学性和针对性，既不是闭门造车，也不是眉毛胡子一把抓。同样的细致也体现在其内容的编排上。举个例子，我们很多教材中的口语练习往往失于空泛，学生无话可说，或有话说不出。而该系列教材中的口语练习场景真实、要求具体、引导详细、循循善诱，很容易激发学生想说英语的欲望。此外，该系列教材很注重语言的循环呈现，同样的句型、词汇和交际功能往往能在不同形式的练习中得到反复操练、不断深化，这将大大提高学习的有效性。每单元的各板块不是生硬的堆砌，而是既相互独立又前后连贯。对于行业英语教材来说，板块之间的这种独立性给教学留下了选择的空间，而这种连贯性则非常有助于引导学生进入教材设定的行业角色。该系列教材图文并茂，设计堪称精致，但真正的精致还在于其细致、认真、科学、严谨的内容编排。

实用是这套教材最突出的特点。书中选取的素材完全是来自真实工作场景下的真实语言材料，包括电话交谈、面谈、公司对外宣传资料、公司对内工作文书等职场内容，几乎涵盖了从业者日常工作的方方面面。书中还设计了大量模拟真实工作任务的练习，努力让学生进入从业者的角色，训练用英语处理业务的能力。这些真实的语言材料和训练把实际工作场景带入了课堂，学生学到的就是他们在未来工作中要面对的，使学以致用原则真正落到了实处。

高职高专英语教育强调以实用为主，以培养职业能力为目标，这就需要我们的教学反映学生未来实际工作的需要，提高学生的就业能力。该系列教材以细致的行业需求分析为基础，以科学严谨的内容编排为特点，着力培养学生用英语进行工作的能力，融“教、学、做”为一体，充分体现了高职高专英语教学改革的方向。相信它的出版不仅会使广大英语学习者受益，也将为探索我国高职高专英语教育如何加强职业能力的培养拓展思路。

刘黛琳 教授
教育部高等学校高职高专英语类专业教学指导委员会主任委员

前言

《医护英语》是一本英语行医、就医实用教程，全书共一册。前言是对其主要特点的介绍，以帮助学习者更好地使用本教程。

适用对象：本教程适合在职业学校学习的普通医生助理和牙医助理作英语教材使用，还适合在工作场合用英语与病人或客户进行交流的卫生事业工作者学习。学习者只需拥有1000左右的英语词汇量和基础句子结构的知识就可以习读此书。

教程内容：《医护英语》包括12个单元，内容涉及医疗工作中不同领域日常发生的事件及现实的问题，重点在于展示典型职业情景中的对话交流。通过书中丰富的听力和会话练习，学习者能训练和培养语言能力，得到有效的提高。这些练习涉猎很广，从纯粹的功能性对话到自由讨论，形式多样；同时又紧扣医疗工作中的日常主题，不仅有利于语言的习得，也有利于语言的实际运用。《医护英语》中的语法只涉及最基础的部分，每单元均以情景为基本结构。此外，更重要的是与职业相关的词汇的扩展和固定词组的习得，这些有助于流利而有效的交流。

每个单元还包括专为学习能力较强的学习者设计的 Extra material，每个单元的主题将会通过难度更高的文章、听力练习及项目设计得到扩展。

教材的附录：教材的附录是本教程的重要部分。附录提供两人对话练习和角色扮演的样张，配合课文扩大练习；提供听力的文字材料；还列出了数字、日期、钟点和电话用语的表达方式。为了帮助提高学生的学习效率，教材最后还有单元词汇汇总和按字母顺序排列的词汇汇总表及索引。

本书的编者和顾问在此祝愿您能在学习过程中得到收获和快乐。



配有录音的对话和文本



合作练习

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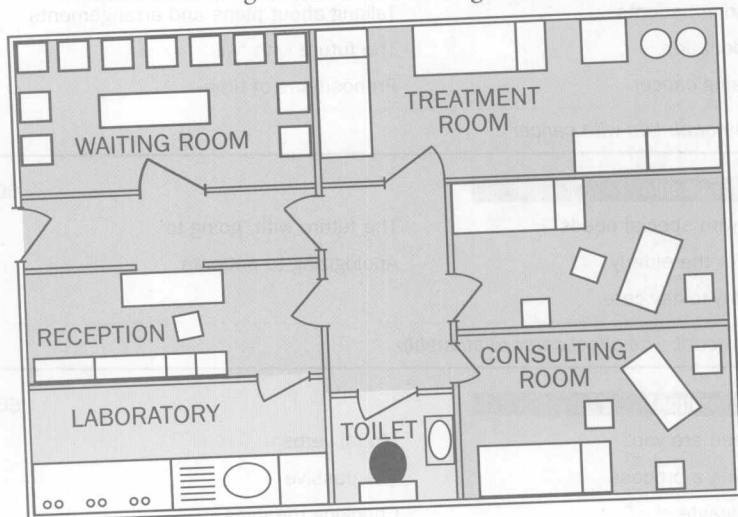
Unit 1 At the surgery

1 The surgery

Say what people do in the surgery.

Start like this

Patients read magazines in the waiting room.



People

doctor's assistant
receptionist
doctor
patient
nurse
lab technician

Activities

read magazines
discuss medical problems
make appointments
give injections
answer the phone
examine patients
analyse blood
stitch cuts
give urine samples

Work with a partner. Tell your partner which of these activities you do at work.

Start like this

A I make appointments. What about you?

B I make appointments, too. I don't examine patients but I sometimes ...

GRAMMAR CHECK

SIMPLE PRESENT

- 1 I analyse blood in the laboratory.
- 2 I don't (= do not) stitch cuts.
- 3 The doctor examines patients.
- 4 He/She doesn't (= does not) make appointments.
- 5 Do the patients give injections? – No, they don't.
- 6 Does the doctor stitch cuts? – Yes, he/she does.

- 一般现在时表示当前的状态、客观事实和经常发生的动作。
- 在应用一般现在时时，谓语动词用原型（例句 1），在第三人称单数做主语时（包括 he/she/it），谓语动词的词干后加 s/es（例句 3）。
- 疑问句和否定句用助动词 do（例句 2、5），第三人称单数用 does（例句 4、6）。作简单回答时，重复问句中的助动词（例句 5、6）。

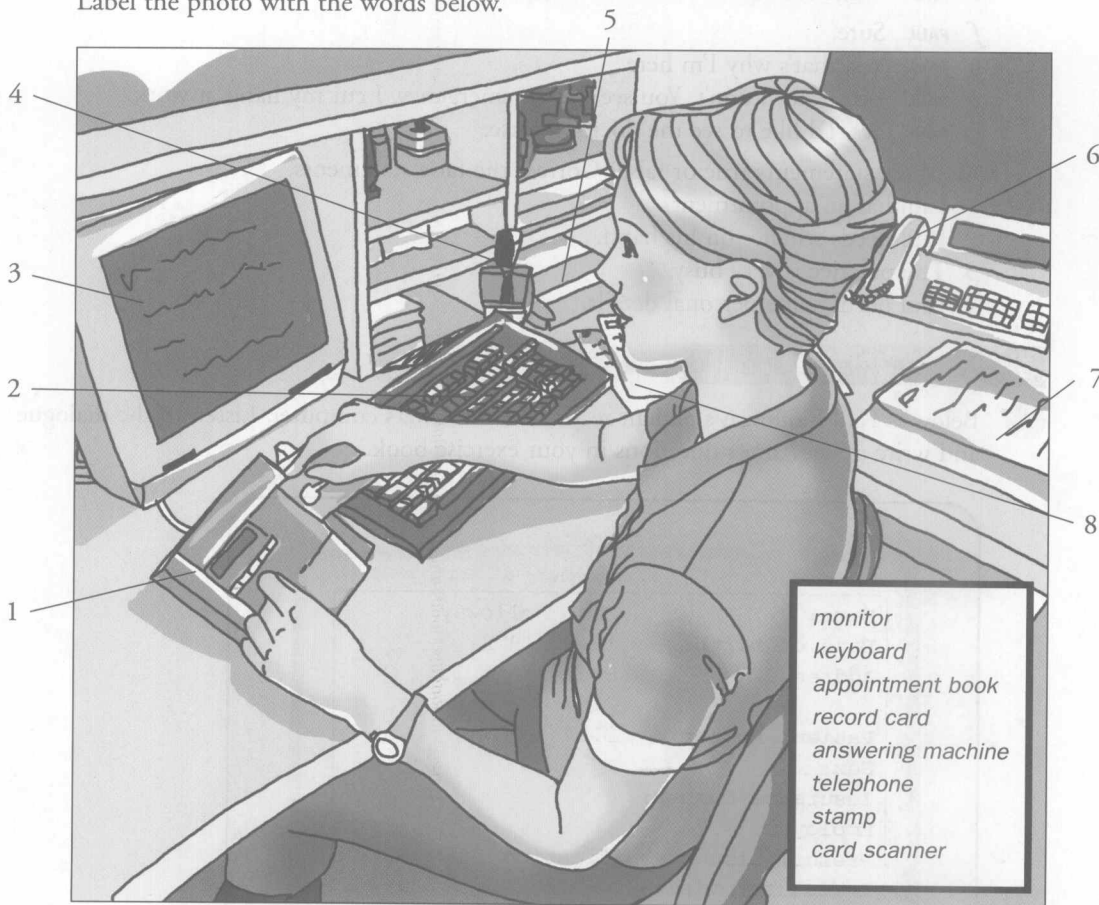
2 Practice

Use the information below to make complete sentences.

- | | |
|--|--|
| 1 the surgery / close / at 4 p.m.
<i>The surgery closes at 4 p.m.</i> | 5 they / analyse / blood / at a laboratory |
| 2 the doctor / answer / the phone? | 6 you / give / injections? |
| 3 I / not measure / blood pressure. | 7 receptionist / not take / X-rays |
| 4 the doctor / stitch / cuts | 8 surgery / open / at 6 a.m.? |
| | 9 patients / make / appointments? |

3 At reception

Label the photo with the words below.



Work with a partner. Which pieces of office equipment does your partner use?
What other pieces of equipment are important?

Start like this

A What equipment do you use at work?

B I use a computer and ...

A Do you use a ... ?

4 A new patient



Paul Holloway is a British builder who works in Germany. He is at Dr Hehn's surgery where Anna Schwarz works as a doctor's assistant. Put their conversation into the correct order and then listen to the recording to check your answers. Start with *a*.

- a* ANNA Do you have an appointment?
- b* ANNA Oh, that doesn't look too bad. But I think it might need stitches.
- c* ANNA Good morning. Can I help you?
- d* ANNA OK. Well, we're not very busy so I'm sure the doctor can see you. But first I need some personal details ...
- e* ANNA Oh, I see. Could I have a look, please?
- f* PAUL Sure.
- g* PAUL Yes, that's why I'm here.
- h* PAUL Err ... no, I don't. You see, it's an emergency. I cut my hand at work.
- i* PAUL Yes, I'd like to see the doctor, please.

Are these statements true or false? Correct the false statements.

- 1 Paul has an appointment.
- 2 Paul needs stitches on his hand.
- 3 The practice is very busy.
- 4 Paul needs some personal details.

5 Asking for personal details



Below is Paul Holloway's patient record file on Anna's computer. Listen to the dialogue and write down Anna's questions in your exercise book.

Patient File

Name:	Paul Holloway		
Date of birth:	12.05.1972		
Address:	Bremerstr. 15 21073 Hamburg		
Patient Number:	2114		
Sex:	M		
Insurance Number:			
Employer:			
Prescription classification:	1		
Reason for visit:			
Insurance validity from:		to:	
Insurance Company:			

GRAMMAR CHECK

FORMING QUESTIONS

- 1 What's (= what is) your date of birth?
- 2 Where do you work?
- 3 Do you have health insurance?
- 4 Who answers the phone in your surgery?
- 5 Could you spell your surname, please?

- 在一般现在时的疑问句中，谓语动词 be 要根据主语的不同变为 am/is/are (例句 1)。
- 一般现在时的问句由 do 或 does 构成 (例句 2、3)。但是在对主语提问时，不用 do 或 does (例句 4)。
- Could you ..., please? 虽然形式上是问句，但实际上是向对方提出请求 (例句 5)。

6 Practice

Complete the following questions using the words below.

- | | |
|---------------------------------|---|
| 1 you / take / a seat? | 5 I / have / an appointment / for tomorrow morning? |
| 2 where / the patient / live? | 6 they / have / private insurance? |
| 3 she / have / any allergies? | 7 what / be / your address? |
| 4 who / examine / the patients? | 8 you / show me / the cut? |

7 Working with words

Unscramble the words to complete the sentences.

1 I'm afraid I have an REGLALY to cats!

2 I have a terrible DEHEACHA.

3 My daughter's YAH REFEV is very bad this year.

4 I've got a bad CHAMOTS-EACH.

5 My son has got a VEERF.

6 I have a bad GUCOH. Maybe it's bronchitis.

8 Taking personal details

- **Work with a partner.** Student A turn to file 1 on page 78. Student B turn to file 6 on page 80. Find out what is wrong with your partner, take all his or her personal details and complete a patient record file.

9 Making appointments



A patient telephones the surgery to make an appointment. Listen to the dialogue and answer the questions.

- 1 **UTA** It's Dr Hehn's surgery. Good morning.
JEAN Oh, good morning.
UTA Can I help you?
JEAN Yes. I'd like to make an appointment, please.
5 **UTA** Certainly. Is Friday morning OK?
JEAN Oh. Don't you have anything earlier? Tuesday, say?
UTA One moment. No, I'm sorry, but we have nothing free on Tuesday.
JEAN Ah. Then how about Wednesday?
10 **UTA** I'm afraid we're closed on Wednesdays.
JEAN Oh dear.
UTA Is 10 o'clock on Thursday OK?
JEAN Let's see. Well, it's a bit early.
UTA Could you come at 11 o'clock, then?
15 **JEAN** How about 11:30?
UTA That's fine. Could I have your name, please?
JEAN Yes, it's Jean White, Mrs Jean White.
UTA OK, Mrs White. See you on Thursday at 11:30.
JEAN Thank you very much. Goodbye.
20 **UTA** Goodbye.



Are these statements true or false? Correct the false statements.

- 1 Jean phones to make an appointment for Wednesday.
- 2 The appointment book is full on Tuesday.
- 3 The surgery is closed on Thursdays.
- 4 Jean makes an appointment for half past twelve.

10 A foreign patient



Work with a partner. A British holiday-maker comes to your surgery for the first time. Make a dialogue.

Receptionist

1 Good morning.

3 Can ... ?

5 Could ... name and address, ... ?

7 ... insurance in Germany?

9 Thank you. Could ... waiting room?

Patient

2 Good morning.

4 Well, ... a cough and I need to ...

6 Yes, it's ...

8 No, but ... my E111 form.

11 Role-play

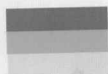


Student A turn to file 2 on page 78 and **student B** turn to file 7 on page 80. Follow the instructions and make appointments.

Extra material

1 The E111 form

European tourists are normally insured by an E111 (say: E-one-eleven) form when travelling in Europe. Here are the instructions about how to use the form in Germany.



Health Insurance in the EU: Germany

Doctors, dentists and prescriptions

- 1 Present your E111 at any insurance company in Germany to get a credit transfer/settlement form. This form will cover you for any medical treatment while you are in Germany. The insurance company will also give you a list of doctors and dentists.
- 5 If you cannot get a transfer/settlement form, go directly to any doctor and present your E111. If the doctor does not receive a transfer/settlement form from an insurance company within ten days he can send you an invoice. Ask the doctor to give you a receipt with a breakdown of all the charges.
- 10 If the doctor gives you a prescription for medicine, you can use the prescription to get the medicine from any chemist's shop although you may have to pay a part of the cost yourself. For certain medicines, such as painkillers and cough mixtures, you must pay the full amount.

Hospital treatment

- 15 If the doctor decides that you need hospital treatment, you will be given another form saying that a health insurance company will pay your costs. Present the form on your admission to the hospital. For the first 14 days that you are in hospital you will have to pay a contribution of DM 12.00 per day. This will not be reimbursed.

Answer a British patient's questions. .

- | | |
|--|--|
| 1 Can I give the E111 to the doctor directly? | 4 Can I use the E111 at the chemist's? |
| 2 Where can I find the name of a dentist in Germany? | 5 Is all medicine free or do I have to pay for it? |
| 3 Can the doctor send me an invoice? | 6 Who pays for my hospital stay? |

2 Working with words

Find words in the text which mean the same as:

- | | | | | |
|--------|----------|--------|-----------|-------------|
| 1 show | 2 insure | 3 bill | 4 arrival | 5 paid back |
|--------|----------|--------|-----------|-------------|

In the waiting room

1 Waiting to see the doctor



The six patients below are in waiting rooms at different surgeries. Read or listen to what they say. Then say who they are waiting to see.

dentist ♦ general practitioner (GP) ♦ gynaecologist
♦ paediatrician ♦ physiotherapist ♦ radiologist

**TERRY
JOHANSEN**

I'm here because I think I'm pregnant. I bought a home-testing kit from the chemist's and I did a test at home which was positive. So, I'm here to find out.

**PAUL
HOLLOWAY**

Well, I cut my hand at work and it looked like a bad cut. One of my workmates said he knew a good doctor. He even brought me here in his car.

**ANGELA
FAIRBANKS**

I keep getting migraines, so I went to my normal doctor but she didn't know what was wrong. So, she sent me here to get some scans of my head.

**SUNIL
GUPTA**

I started getting a bad toothache at the weekend. I decided to come here this morning to see what the problem is.

**JON
PLATT**

I broke my leg eight weeks ago in a football match. It was a very bad break, so now I have to learn how to walk again without crutches. I come here almost every day.

**MARIE-CLAIRE
ROUSSEAU**

I'm here with my son Michel. Our GP thinks he might have asthma but he isn't sure so he sent us here. I hope the doctor can find out what's wrong with him.

Answer these questions.

- 1 Who had an accident in his or her free time?
- 2 Who has problems breathing?
- 3 Who had an accident at work?
- 4 Who thinks she is going to have a baby?
- 5 Who gets very bad headaches?
- 6 Who has a pain in his or her mouth?

2 Working with words

Look again at what the six patients said and write down all the verbs that are in the past tense. How many did you find?

SIMPLE PAST

- 1 It looked like a bad cut.
- 2 I bought a home-testing kit from the chemist's last week.
- 3 The doctor didn't (= did not) know what was wrong.
- 4 Did you find the surgery yesterday?

- 一般过去时用于过去发生并完成的行为。常常带有 last week, yesterday, ago 等表示过去时间的词。
- 规则动词的一般过去时在动词原型后加 (e)d (例句 1)。
- 不规则动词的一般过去时有各自不同的形式, 如 buy-bought (例句 2)。
- 一般过去时的问句形式: did + 动词原型 (例句 4), 否定形式: did not/didn't + 动词原型 (例句 3)。

3 Practice



Complete the dialogue with the simple past form of the verbs. Be careful of negatives and questions. Then listen to the recording to check your answers.

- 1 **DOCTOR** So, Ms Fairbanks, what's the problem?
ANGELA Well, I ... (start)¹ getting these really bad headaches.
DOCTOR When ... they ... (start)²?
ANGELA About two months ago.
- 5 **DOCTOR** And what ... you ... (do)³ about it?
ANGELA Well, at first I just ... (take)⁴ paracetamol, but that ... (not/work)⁵.
DOCTOR And after that?
ANGELA Well, after that I ... (go)⁶ to see my local GP, Dr Hehn.
DOCTOR And what ... he ... (say)⁷?
- 10 **ANGELA** It's a 'she', actually. She ... (tell)⁸ me to get an eye test. So, I ... (go)⁹ to the optician's and I ... (have)¹⁰ an eye test, but the optician ... (not/find)¹¹ anything wrong.
DOCTOR And what ... (be)¹² the next step?
ANGELA I ... (see)¹³ my GP again and she ... (send)¹⁴ me here for a brain scan.

4 Patient record cards

- **Work with a partner.** Student A turn to file 3 on page 78. Student B ask your 'colleague' for the missing information on the two record cards below. Take notes in your exercise book.

Name	Clarkson
Date of birth	18.04.70
Visit	
Symptoms	High temperature, trouble breathing
Diagnosis	
Treatment	Antibiotics

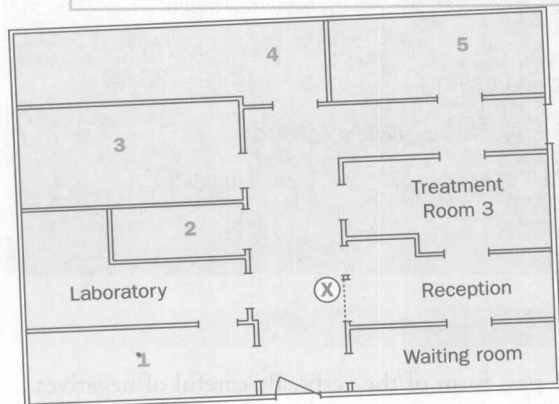
Name	Andrew H
Date of birth	
Visit	Tuesday, 12th May
Symptoms	
Diagnosis	Measles
Treatment	

5 Giving directions



Look at the plan of the medical centre. Listen to the receptionist and match the rooms to the numbers. The patients are standing at reception.

Doctor Stahl's room ♦ Doctor Tilmann's room ♦ Treatment room 1
♦ Treatment room 2 ♦ Toilets



GIVING DIRECTIONS (INSIDE)

Excuse me, where is/are the ... ?

Go straight on and then turn left/right.

Go down the corridor.

Go up/down the stairs.

Take the lift to ...

It's on the left/right ...

It's next to/between/opposite the ...

It's in the corner ...

6 Activity

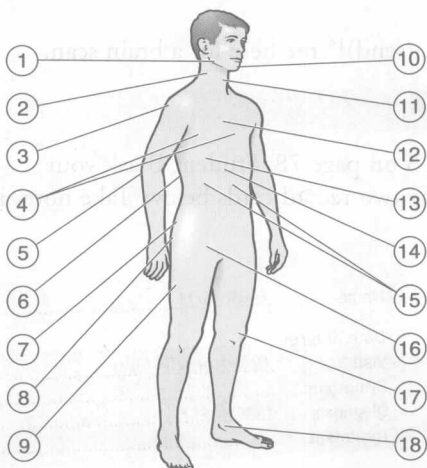
Work with a partner. Draw a plan of the surgery where you work and label 'reception' and one other room. Next to the plan write the names of the other rooms in the surgery. Give the plan to your partner. Then help each other label the plans by asking for and giving directions.

Start like this

A Where is the laboratory?

B It's on the left of the reception.

7 Parts of the body



Use the words below to label the parts of the body and then put them into the following groups: 'organs', 'joints' and 'other body parts'.

ankle ♦ appendix ♦ back

♦ buttocks ♦ chest ♦ chin ♦ elbow
♦ hip ♦ jaw ♦ kidneys ♦ knee ♦ liver
♦ lungs ♦ neck ♦ shoulder ♦ stomach
♦ thigh ♦ throat

organs	joints	other body parts
appendix	ankle	back