

第一章 会话部分

第一节 候诊大厅 At the Entrance

一位外国病友来院看病 人生地不熟 文字不通 及入诊困难 会产生疑虑或焦急的情绪 这是理所当然的事。面对这种情形，我们的导医或工作人员应发挥接诊、引导作用 主动上前对话 以迅速完美地帮助陌生患者或其朋友、家属等就医。下面是常用的几句接待时应用的会话内容。

A foreign friend unfamiliar with local medical environment would usually become nervous if he tries to see a doctor in China. In this situation, our working staffs should actively render assistance to these foreign patients and their friends or relatives, so that they could receive medical treatment timely in China.

(1) 我可以帮您做些什么？

May I help you?

(2) 您懂中文吗？

Do you understand Chinese?

(3) 您是第一次到我们医院就诊吗？

Is this your first visit to our hospital?

(4) 初诊挂号在那个窗口。

Registration for initial visits is at the counter over there.

(5) 复诊挂号在二号窗口。

Registration for subsequent visits is at counter No.2.

(6) 住院处或问讯处在三号窗口。

Information about inpatients is at counter No.3.

关键词 Key Words

initial visit 初诊

second visit 复诊

inpatient 入院患者 或住院处

reception 问讯台或服务台

counter 窗口

medical record 登记处 (病案)

medical card 诊疗卡

候诊大厅

nationality 国籍

religion 宗教

marital status 婚姻状况

1. Nationality 国籍

American 美国人

Canadian 加拿大人
French 法国人
German 德国人
Russian 俄罗斯人
Irish 爱尔兰人
Filipino 菲律宾人
Malaysian 马来西亚人
Korean 韩国人
Pakistani 巴基斯坦人
Iraqi 伊拉克人
Iranian 伊朗人
African 非洲人
British 英国人(包括英格兰、苏格兰、威尔士人等)

2. **Religion** 宗教

Roman Catholic 罗马圣教徒或天主教徒
Muslim , Moslem 穆斯林教徒
Buddhist 佛教徒
Jewish 犹太教徒

3. **Marital Status** 婚姻状况

single 独身者
divorced 离异者
married 已婚者
separated 分居者
widowed 寡妇 (鳏夫)

第二节 服务台或问讯台

At the Reception Desk

Initial Visit 初诊

(1)我能帮您吗？

May I help you?

(2)您想看哪一科呀？

Which department do you want to see?

(3)您能读或写英语吗？

Can you read and write English?

注释 假如回答说“会”，则 if the answer is “Yes”)
请填好挂号证和病历卡的各项：国籍、联系方式等。

Notes: If the answer is “Yes” please fill in the required information such as nationality, address and phone number, etc. in the health records and the registration card.

Indicate Your Symptom(s) 说出您的症状

headache 头痛

abdominal pain 腹痛

fever 发热

sore throat 咽痛

cough 咳嗽

running nose, nose discharge 流鼻涕

nausea 恶心

vomiting 呕吐

diarrhea 腹泻

constipation 便秘

pressure in the chest 胸闷

chest pain 胸痛

short of breath 气短

vertigo 眩晕

insomnia trouble with sleep 失眠

poor appetite 食欲缺乏

lower back pain 腰痛

arthralgic (joint pain) 关节痛

itching 瘙痒

rash 出疹

miscellaneous 其他

您几时发病的？

When did your problem start?

最早病症是什么时候出现的？

When did your first symptom appear ?

this morning 今天早上

last night 昨天晚上

several days ago 几天以前

a week ago 一周前

more than a week ago 一个多星期前

more than a month ago 一个多月前

a month ago 一个月前

before coming to China 来中国前

那好 我建议您看内科 请到该科候诊室等待叫号或呼您的名字入室。

Well. I suggest you go for internal medicine. Please wait in the waiting room till you are called.

假如回答说不是时

If the answer is "No"

外伤患者比较容易说出具体受伤部位或病情经过，但内科患者常很难明确指出发病地点和病情特点 这时导医或护士有必要持人体解剖图 帮忙患者指出患病所在。

Patients with external wounds can easily tell their specific injuries, but those with internal problems would have difficulties in explaining their sufferings. In this situation, medical guides and nurses could assist patients to identify their diseases with the help of a human anatomical picture.

请说出您身上那里疼痛或不舒服。

Please point to the part of your body where you feel pain or discomfort?

出示 ID 卡。

Please show your ID. Card.

您是否有保健卡？

Do you have a health insurance?

如果您没办保健卡，将要自付药费或医疗费用。

If you are not covered by an insurance, you will have to pay for the medical bill by yourself.

Second or Subsequent Visit 复诊

您要看那个科室？

Which department do you want to visit?

请把就诊卡放在服务台箱内。

Put your medical card in the box at the reception desk

今天眼科不开诊。

Today the department of ophthalmology is closed.

外科每天只上午半天有门诊。

Surgery is open till noon every day.

请按门诊时间来诊。

Please observe the clinical hours.

科室名称 Departments in the Hospital

internal medicine 内科

surgery 外科

obstetric - gynecology 妇产科

pediatrics 儿科

ophthalmology 眼科

ear, nose & throat clinic(ENT)耳鼻喉科

dermatology 皮肤科

urology 泌尿科

neurology 神经科

psychiatry 精神科

orthopedics 整形外科

radiology 放射科

anesthesiology 麻醉科

stomatology 口腔科

pathology 病理科

bacteriology 细菌室

pharmacy 药房

operation room of outpatient department 门诊手术室

urgency, emergency 急诊室

go straight ahead 朝前走

turn right(left)向右(左)走

take the elevator 搭电梯

get off the elevator on the second floor 搭电梯到二楼

on your right(left) hand side 靠您右(左)手侧

in front of 在... 前方

diagonally opposite 斜对面

to the end of 到底

帮助患者按医院科室布置平面图
告诉各有关科室所在具体位置

Tell and help patients find the places of related section offices according to the hospital section map.

examination room consultation room 诊室

waiting area room 候诊室

hall 大厅

rest room bathroom 洗手间

laboratory 检验科

X - ray department X 光科

treatment room 治疗室

shop 小卖店

units & facilities in the hospital 院内设施和单位

medical ward or floor 内科病房

surgical ward or floor 外科病房

gynecological ward 妇科病房

pediatric ward 小儿科病房

maternity ward 产科病房

labor room 分娩室

recovery room 复苏室

intensive care unit(ICU) 监护室

orthopedic room 整形外科病房

radiology (X - ray department)放射科

operation room 手术室

radiography (imaging department)影像科

pharmacy 药房

emergency unit 急救科

outpatient clinic 门诊

cafeteria 咖啡馆

inquiry room 医询室

请跟我来，一起去放射科。

Please come with me . I will show you the way to the Radiology .

我带您去那儿。

I will take you there .

在诊室里 in the consultation room 候诊期间有责任进行预诊工作 填写必要的病历 略知具体病情，以协助经诊医师诊疗工作。

您那里不好？

What is your problem (what is wrong with you)?

您病了好长时间啦？

When did your problem start (how long have you been sick) ?

您最难受的是什么？

What do you find the most uncomfortable (what bothers you most) ?

让我量一下您的体温，请您把这只体温表放到您的腋窝下面。

Let me take your body temperature. please put this thermometer under your arm.

疼痛能忍住吗？

Is your pain bearable(can you tolerate this pain) ?

您是第三名轮号，请再等一会儿！

You will be the third to be seen. please wait for a moment.

候诊时病加重时请向我说一声。

Let me know if you become sick while waiting.

没轮到叫您前请在此静候。

Please be seated until your name is called.

通常初诊患者均需询问既往史、现病史、家族史、生产劳动或工作条件、个人嗜好、药物过敏史等详情 这时不得不通过翻译进行对话 最好医护人员都能做到这一点。

Generally, first visit patients all need to be asked the detailed information such as the past history, the medical history, the family history, the productive labor or work condition at present, individual's hobby and the drug allergy history etc. A translator is required at this moment, but it will be better if doctors and nurses can talk with foreign patients directly.

(1)您什么时候来中国的？

When did you come to China?

(2)您得过这种重病吗？

Have you ever been seriously ill ?

(3)得的是什么病？

What was the disease ?

(4 那时是多大岁数？

How old were you at that time ?

(5 有否对什么药物过敏？

Are you allergic to any medicine ?

(6)能否告诉我是什么药物过敏？

Can you tell me what kind of medicine you are allergic to ?

那种药服后引起什么反应 例如瘙痒、发疹、休克、肝功损害或其他。

What types of allergic reaction are developed when taking that medicine ?(itching , erupting rashes , shock , liver disorders , etc)

家里有谁患过什么特殊病没有？

Is any member of your family suffering from a serious or special disease ?

(如结核、高血压、糖尿病、癌症或其他)

(such as tuberculosis , hypertension , diabetes , can-

cer. etc)

在贵国您从事什么职业？

What was your profession in your country?

您现在在中国做什么？

What are you doing in China?

(工人、建筑工、教师、商人)

(factory worker . construction worker . teacher . business man)

一天干几小时活？

How many hours a day do you work?

几点到几点？

What is your working hours ?

饮酒否？

Do you drink?

天天 有时 很多 喝一点儿。

Every day . sometimes . a lot . a little .

吸烟否？

Do you smoke?

一天抽几支？

How many cigarettes a day do you smoke ?

您怎样就餐？(在外为主 在家自己做)

What is your eating habit? (eating out mostly . cooking for oneself)

吃饭是否有规律？

Do you eat regularly？

大便是否每天排一次？

Do you have regular movement？

(便秘、易腹泻、正常)

(tend to have constipation ,tend to have diarrhea ,
normal)

睡眠好不？能睡多久？

Do you sleep well ?How many hours do you sleep ?

谢谢 请等一会儿。

Thank you. Please wait a while.

听到叫您名字时 请到 5 号室就诊。

Please come to room NO. 5 when your name is
called.

在进行体格检查时医护人员应态度和蔼，讲话有礼貌 边做边鼓励患者 解除顾虑 愉快接受诊断和治疗。

When conducting physical examination , doctors and nurses should be amiable and polite to patients , relieving their worries and encouraging them to accept the diagnosis and treatment happily.

第三节 普通内科 Internal Medicine

请解开衣扣？

Please unbutton your shirt.

请您把衬衫撩起，让我看看您的胸部。

Please lift your shirt and show me your chest.

请脱下上半身衣服！

Please undress down to the waist.

请解开裤腰带，袜子卷低些或脱下袜子。

Please loosen your belt and take off your socks.

请脱下裤子。

Please take off your pants.

请把内衣解开，让我看看您的腹部。

Please pull your underwear and show me your abdomen.

请脱下您的内衣。

Please take off your underwear.

现在已体检完了，请穿上衣服。

Now I have finished. Please get dressed.

下边再做些配合动作示范。

The interoperation demonstrations are as follows.

请把右手臂伸出，让我为您量血压。

Give me your right arm please. Let me check your blood pressure.

请转到后面去，让我看下背部。

Please turn around and show me your back.

请仰着躺着。

Please lie down on your back.

请腹卧 向右侧卧。

Please lie face down on your right side.

请轻轻弯曲两膝。

Please bend your knees slightly.

请放松您的腹部肌肉。

Please relax the muscles of your abdomen.

请慢点儿呼吸。

Please breathe slowly.

请放松。

Please relax.

尽力放松。

Relax and take it easy.

不必担心(请放心)

Don't worry.

很快就结束了。

It will be over soon.

请坚持一下，尽量不要动。

Please be patient and try not to move.

好了(行了)

All right.

就这些了。

That is all.

多休息。

Have a good rest.

体检完了以后，还须告知做些其他方面的检查

After the physical examination the patients should be informed of what kind of examination to do next.

您需要去化验一下血和尿，请到治疗室前等候。

You are going to have a urine and blood test. Please wait in front of the treatment room.

请到放射科去做胸部 关节 透视。

Please go to the X-ray department to have an X-ray of your chest(joint).

请在放射科门前等候。

Please wait in front of the X-ray department.

要做心电图检查，请在心电图室门前等候。

You will have to do an electrocardiogram . please wait in front of the electrocardiology.