



English for medical staff

Ćw. 1. Dokończ dialog zadając odpowiednie pytania do podanych zdań pacjenta:

R e c e p c j o n i s t k a :
.....

Pacjent: Hi there! I'd like to schedule an appointment with Dr. Smith, please.

R e c e p c j o n i s t k a :
.....

Pacjent: Yes, it's John Davis.

R e c e p c j o n i s t k a :
.....

Pacjent: I've been having some persistent headaches lately, and I think it's best to get them checked out.

R e c e p c j o n i s t k a :
.....

Pacjent: Sometimes I feel a bit dizzy, and the headaches seem to get worse when I'm stressed.

R e c e p c j o n i s t k a :
.....

Pacjent: Morning would be great, if possible.

R e c e p c j o n i s t k a :
.....

Pacjent: Yes, that works for me. Thank you.



Recepcjonistka:

.....

Pacjent: Will do. Thank you for your help.

R e c e p c j o n i s t k a :

.....

Przykładowy dialog:

Recepcjonistka: Good morning! How can I assist you today?

Pacjent: Hi there! I'd like to schedule an appointment with Dr. Smith, please.

Recepcjonistka: Of course. May I have your name, please?

Pacjent: Yes, it's John Davis.

Recepcjonistka: Thank you, Mr. Davis. What seems to be the reason for your visit?

Pacjent: I've been having some persistent headaches lately, and I think it's best to get them checked out.

Recepcjonistka: I see. Have you experienced any other symptoms along with the headaches?

Pacjent: Sometimes I feel a bit dizzy, and the headaches seem to get worse when I'm stressed.

Recepcjonistka: Alright. Let me check Dr. Smith's availability. Would you prefer a morning or afternoon appointment?

Pacjent: Morning would be great, if possible.

Recepcjonistka: We have an opening next Tuesday at 10:00 AM. Does that work for you?

Pacjent: Yes, that works for me. Thank you.

Recepcjonistka: Perfect. I've booked you in for Tuesday at 10:00 AM with Dr. Smith. Please arrive 15 minutes early to complete any necessary paperwork.

Pacjent: Will do. Thank you for your help.

Recepcjonistka: You're welcome, Mr. Davis. If you have any further questions before your appointment, feel free to give us a call. Have a great day!

Ćw. 2. Napisz krótki dialog, kiedy pacjent przybywa na umówioną wizytę, podobny jak w usłyszonym video.

Przykładowy dialog:

Pacjent: Good morning, I have an appointment with Dr. Adams at 10:15.

Recepcjonistka: Good morning. Could you please confirm your name and date of birth for verification?

Pacjent: Sure, I'm Jenny Smith, and my date of birth is May 15th, 1985.

Recepcjonistka: Thank you, Mrs. Smith. Please have a seat, and I'll inform Dr. Adams that you've arrived.

(Several minutes pass) Recepcjonistka: Mrs. Smith, Dr. Adams is ready to see you now. His office is down the hall to your left.

Pacjent: Thank you.

Ćw. 3. Napisz podobny dialog do ćw. 1., ale zapytaj pacjenta dodatkowo o symptomy (video dialog 3). Użyj słów: headache, dizziness, symptoms, neurologist, schedule an appointment, check for availability, give us a call.

Przykładowy dialog:

Recepcjonistka: Good morning, how can I assist you today?

Pacjent: Good morning, I'd like to **schedule an appointment** with a **neurologist**, please.

Recepcjonistka: Of course. Can you please tell me your name and date of birth?

Pacjent: Sure, my name is David Johnson, and I was born on August 10th, 1983.



Recepcjonistka: Thank you, Mr. Johnson. What seems to be the reason for your visit to the neurologist?

Pacjent: Well, I've been having frequent **headaches** lately, accompanied by episodes of **dizziness**. Sometimes, the headaches are so intense that they affect my ability to concentrate.

Recepcjonistka: I see. Those are important **symptoms**. Have you noticed any other issues, like numbness?

Pacjent: Yes, occasionally I do feel a slight numbness in my left arm, especially during the headaches.

Recepcjonistka: Alright, thank you for sharing that information. Please have a seat, and I'll **check for availability**.

[After checking]

Recepcjonistka: Mr. Johnson, we have an appointment available with Dr. Lee next Wednesday at 11:00 AM. Would that work for you?

Pacjent: Yes, that works for me. Thank you.

Recepcjonistka: Perfect. I've scheduled you for Wednesday, March 3rd, at 11:00 AM with Dr. Lee. Is there a contact number where we can reach you in case of any changes?

Pacjent: Yes, it's 555-123-4567.

Recepcjonistka: Great, I have that on file. We'll see you next Wednesday, Mr. Johnson. If you have any questions before your appointment, **feel free to give us a call**.

Pacjent: Thank you very much. I appreciate your help.

Recepcjonistka: You're welcome, Mr. Johnson. Take care, and we'll see you soon. Goodbye.

