

Lesson 1. Greeting a Patient

Words & Expressions

nurse 간호사

Date of Birth (DOB) 생년월일

surname, last name, family name 성(姓)

given name or first name (성이 아닌) 이름

occupation 직업

personal information 개인정보

fill out a form 양식을 작성하다

middle name 가운데 이름

marital status 결혼 유무

medical record 의료기록

Dialogue

Nurse: Hello, my name is Sally. I am your nurse today.
I will be helping you with your registration.
Can I ask you some personal questions for our medical records?

Patient: Sure.

Nurse: Can you tell me what your surname is?

Patient: Bradford.

Nurse: And your first name?

Patient: Ben.

Nurse: Could I have your date of birth, please?

Patient: May 7th, 1980.

Nurse: And what is your occupation?

Patient: I'm a photographer.

Nurse: Could you please tell me why you came here today?

Patient: I have a sore throat.

Nurse: Thank you, Mr. Bradford. Please wait here. I'll be with you shortly.

Patient: OK.

Language Focus

- Understand how to ask personal details using the following questions.
- Learn different ways to ask same questions.
- Adding “Can(Could) I”, “May I” or “Please” to your questions increases your politeness, and it helps patients feel respected.

e.g.

Gentle Questions	Short Questions
May I have your name please?	What's your first name?
Can you tell me your surname/family name?	Your last name please?
May I ask if you have any other names?	Any other names?
Can you spell your last name for me please?	How is that spelled?

Activity

1. Fill out the form below with the information from the dialogue.
2. Practice asking your teacher personal details using the same form.
Take turns with your teacher being the patient and/or the health worker.

Last Name		First Name	
Date of Birth		Sex	Male Female
Address			
Phone Number			
Marital status			
Occupation			
Reason for visit			

3. Practice asking and answering about personal details using the information given below.

Last Name	<i>Matthews</i>	First Name	<i>Madeline</i>
Date of Birth	<i>19/06/43</i>	Sex	Male Female
Address	<i>66 Monkton Avenue Northfields, London SW 15 5BP</i>		
Phone Number	<i>0207-111-7893</i>		
Marital status	<i>Single</i>		
Occupation	<i>Teacher</i>		
Reason for visit	<i>I have a sharp pain in my right side.</i>		

***Tip:** Always state your name, job, and purpose before asking for personal details.