

FUMC ESL 2-21-2019 High Intermediate Lesson -- Talking to a Doctor

Students: read the conversations below at least twice. Ask about the meaning. Answer the questions.

Receptionist: Hello, Victory Medical, may I help you.

Carol: Hello. My name is Carol Hubbard. I'd like to make an appointment with a doctor.

Receptionist: We have several doctors in this practice. Which one did you want to see?

Carol: I don't know. I am new here and I don't know any doctors. I have a lump under my arm and I need a doctor to examine it. A friend recommended your practice.

Receptionist: I see. Well, we have two doctors on staff that see new patients. I would recommend you see Dr. Grace. She has openings this week. Dr. Wells sees new patients, but she is booked through this month.

Carol: Ok. Please give me an appointment with Dr. Grace.

Receptionist: I have an appointment available at 10 AM Wednesday morning. Will that work?

Carol: Yes. I can make it then. Where is your office?

Receptionist: We are in Medical Park Towers on 38th street. Take the elevator to the 3rd floor. We're in suite 310.

Carol: Should I bring anything with me?

Receptionist: If you give me your email address, I will send you some forms to fill out and bring with you. You will need to give your full health history since this is the first office visit. You will also need to bring your proof of insurance.

Carol: I don't have insurance. I am just here for a few months while my husband finishes school.

Receptionist: Then you will need to pay at the time of your visit.

Carol: How much will it be?

Receptionist: The initial office visit is \$150. After your first visit, office visits are \$75.

Carol: That's really expensive. Is there a cheaper doctor?

Receptionist: No, our fees are set. But there is a free clinic in town. It might take you a while to get an appointment though. They are really busy.

Carol: I don't want to wait. This might be serious. I'll see Dr. Grace.

Receptionist: OK. Give me your email and I'll send you the forms.

1. Not all doctors take (accept) new patients. Who did the receptionist suggest Carol see?
2. Could Carol see another doctor this week?
3. When is an appointment available?
4. Where is the doctor's office located?
5. What did the receptionist tell Carol to bring to the office?
6. What will an office visit cost?
7. Why did Carol decide not to go to the free clinic?
8. Have you ever been to a free clinic?
9. Have you ever had to see a doctor in the U.S.?

NOTE: You can find affordable care at Austin walk-in clinics like **CommUnityCare Health Centers** and **People's Community Clinic**, which serve uninsured and underinsured residents through sliding fee scales. Other options include **MinuteClinic at CVS**, which has self-pay options, or visiting an **urgent care clinic** like Texas MedClinic, which are often more affordable than the ER for non-life-threatening conditions.

Doctor: Hello, I'm Dr. Grace. What is the problem today?

Carol: Hi, Dr. Grace. I have a lump under my arm.

Doctor: Let me take a look at it. Is this painful?

Carol: It doesn't hurt all the time, but it is sometimes a little tender to the touch.

Doctor: How long have you had it?

Carol: It just appeared last month.

Doctor: Is it growing? Do you feel it's bigger now than a month ago?

Carol: Yes, I feel like it's getting bigger.

Doctor: Are you running any fever, or do you have any other symptoms?

Carol: No.

Doctor: Have you had any infections lately?

Carol: No

Doctor: Mrs. Hubbard, I want to do some tests, starting with a CBC (complete blood count). Depending on what the blood tests show, we might want to do a biopsy of your lump. If that is necessary, I will send you to a specialist.

Carol: Do you think this is cancer? My mother died of breast cancer, so this lump really scares me.

Doctor: I wouldn't worry too much about cancer at this point. There are lots of things this could be. It could be a benign cyst. It could also be a swollen lymph node due to an infection in your body. The only way to determine that is with some tests. Our nurse can draw the blood here, then send it to the lab. When we get the results back, my office will call you and let you know what to do next.

1. Why is Carol worried about cancer?
2. Do you think the doctor did a good job explaining things to Carol?
3. What has your experience been with American doctors?
4. Do you have any medical or health related questions?

Discuss:

1. Would you ever use herbal remedies or traditional remedies for a serious ailment instead of Western medicine?
2. Have you ever been knocked unconscious?
3. Are you allergic to anything?
4. Have you ever broken a bone?
5. Have you ever had stitches?
6. Do you have regular check-ups?