

**OBJECTIVE 28.5: ACCESS THE HEALTH CARE SYSTEM AND BE ABLE TO INTERACT WITH THE PROVIDERS**

## **HEALTH CARE LESSON 2**

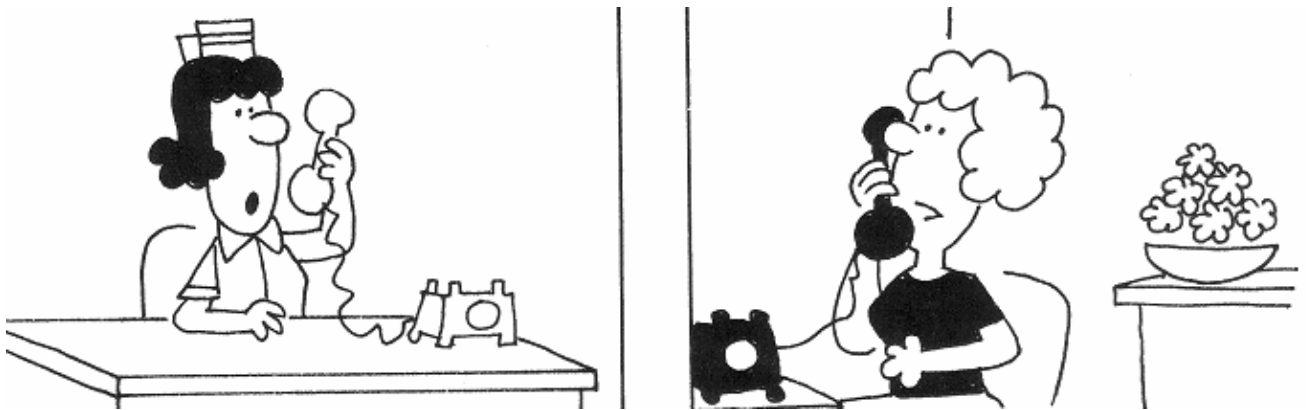
### **LEVEL: INTERMEDIATE LOW-ADVANCED – Making A Doctor’s Appointment**

**Objectives :**

- Writing appointment dates and times
- Transferring appointment information onto a calendar
- Identifying external parts of the body
- Describing common health problems
- Making a medical appointment
- Negotiating for another date and time

**ESLRS:**

- Critical and creative thinker
- Productive Individual
- Effective communicator



## *Lesson 1*

### *Writing appointment dates and times*

<b>A.M. = in the morning</b>	<b>P.M. = in the afternoon, in the evening</b>
<b>12:00 A.M. = midnight</b>	<b>12 P.M. = noon</b>
<b>1:00 A.M. = 1:00 in the morning</b>	<b>1:00 P.M. = 1:00 in the afternoon</b>
<b>10:00 A.M. = 10:00 in the morning</b>	<b>10.00 P.M. = 10:00 in the evening.</b>

Complete the sentences with A.M or P.M.

1. Lunch will be at 12:00 P.M.
2. Our children go to bed at 9:00 \_\_\_\_\_.
3. We usually have dinner at 6:00 \_\_\_\_\_.
4. In the summer, the sun usually comes up at about 6:30\_\_\_\_\_and goes down at about 8:30 \_\_\_\_\_.
5. My baby woke me up at 3:15 \_\_\_\_\_.
6. Our English class starts at 8:00\_\_\_\_\_ and ends at 12:30\_\_\_\_\_.
7. The late movie starts at 10:00 \_\_\_\_\_ and ends at 12:00 \_\_\_\_\_.

### **Vocabulary**

1. Appointment      Time to meet someone
2. Calendar          A thing with pages that show the days and months of the year.
3. Patient            A sick person who is getting medical treatment.
4. To schedule an appointment      Tell the patient when he can see the doctor.

Practice 1

**Antonio Garcia's Scheduled Activities and Appointments for December 2006**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5 Medical checkup 8:30 A.M.	6	7	8	9
10	11	12	13	14	15	16

Write the following information on the calendar.

<i>Activities and Appointments</i>	<i>Date</i>	<i>Time</i>
Medical Checkup	Dec 5	8:30 A.M.
Eye examination	Dec 6	10:30 A.M.
Visit Grandma in hospital	Dec 9	5:00 P.M.
Dinner with Patty	Dec 9	6:30 P.M.
Picnic	Dec 10	11:30 A.M.
Church	Dec 10	5:00 P.M.
Dentist's appointment	Dec 11	4:45 P.M.

Practice 2

*Doctor's Appointment Book  
Dec.2006*

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>4</b> 1:00 P.M. Marco Cruz	<b>5</b> 10:00 A.M. Amy Chen	<b>6</b> 9:00 A.M. Pedro Diaz	<b>7</b> 10:30 A.M. Maria Gomez	<b>8</b> 11:00 A.M. Thomas Jones
<b>11</b> 9:30 A.M. Sylvia Jones	<b>12</b> 9:45 A.M. Tony Lam	<b>13</b> 9:45 A.M. Eric Chuong	<b>14</b> 11:30 A.M. Sandy Vargas	<b>15</b> 2:15 P.M. Lupe Salvador
<b>18</b> 3:00 P.M. Rosie Johnson	<b>19</b> 3:30 P.M. Jessica Holmes	<b>20</b> 2:45 P.M. Raul Ramirez	<b>21</b> 4:00 P.M. Jesus Perez	<b>22</b> 4:30 P.M. Natasha Lane
<b>25</b> 3:00 P.M. Van Nguyen	<b>26</b> 11:15 A.M. Susan Anderson	<b>27</b> 3:45 P.M. Jackie Chen	<b>28</b> 4:00 P.M. Sara Parker	<b>29</b> 4:15 P.M. June Rios

Look at The Doctor's Appointment Book and write the patient's appointment date and time next to the name:

<i>Patient Name</i>	<i>Appointment date</i>	<i>Time</i>
Tony Lam	Tuesday Dec. 12	9:45 A.M.
Raul Ramirez	_____	_____
Sandy Vargas	_____	_____
Van Nguyen	_____	_____
June Rios	_____	_____
Sara Parker	_____	_____
Marco Cruz	_____	_____
Lupe Salvador	_____	_____

Natasha Lane \_\_\_\_\_

Jesus Perez \_\_\_\_\_

Maria Gomez \_\_\_\_\_

Pedro Diaz \_\_\_\_\_

Eric Chuong \_\_\_\_\_

Jackie Chen \_\_\_\_\_

Susan Anderson \_\_\_\_\_

Jessica Holmes \_\_\_\_\_

Amy Chen \_\_\_\_\_

**Practice 3**

*Jose's scheduled appointments and activities for December*

December 06'						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
<					1	2
< 3 1:00 Picnic	4 10:00 A.M. Dentist's appointment	5 6:00 A.M.-3:00 P.M. work	6 6:00 A.M.-3:00 P.M. work	7 6:00 A.M.-3:00 P.M. work	8 9:00 A.M.-11:00 A.M. English class	9 12:00 noon Julie's wedding
< 10 12:00 Lunch with Sarah	11	12 6:00 A.M.-3:00 P.M. work	13 6:00 A.M.-3:00 P.M. work	14 6:00 A.M.-3:00 P.M. work	15 11:00 A.M. haircut	16 11:00 A.M Alan's Birthday Party
< 17 2:00 Soccer game	18 3:00 P.M. Doctor's appointment	19 6:00 A.M.-3:00 P.M. work	20 6:00 A.M.-3:00 P.M. work	21 6:00 A.M.-3:00 P.M. work	22 9:00 A.M. – 11:00 A.M. Computer class	23
< 24 6:00 Christmas Dinner	25 12:00 noon Church	26 6:00 A.M.-3:00 P.M. work	27 6:00 A.M.-3:00 P.M. work	28 6:00 A.M.-3:00 P.M. work	29	30
< 31 8:00 Dinner with Jack						

Look at Jose Solorio's calendar and write the date and time of the activities and appointments on the next page.

*Activities and Appointments*

*Date*

*Time*

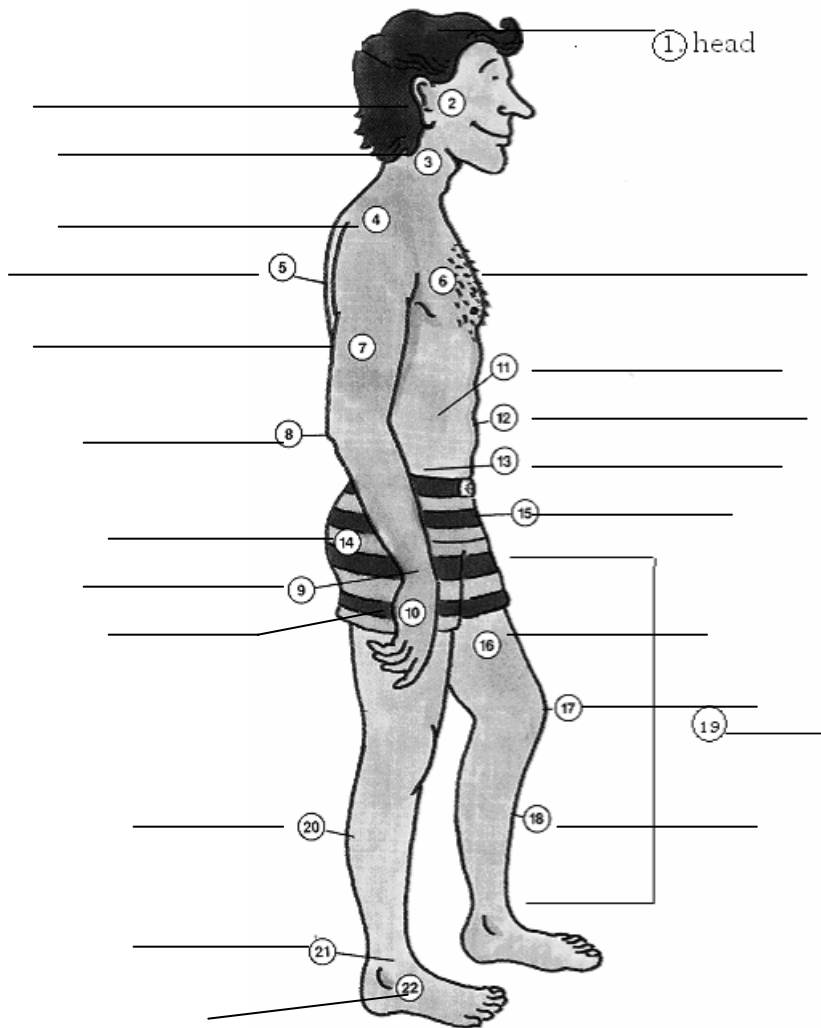
1. Church	<u>Dec.25</u>	<u>12:00 noon</u>
2. Doctor's appointment	<u>Dec.18</u>	<u>3:00 P.M.</u>
3. Picnic	_____	_____
4. Christmas dinner	_____	_____
5. Alan's birthday party	_____	_____
6. Dentist's appointment	_____	_____
7. Soccer Game	_____	_____
8. Dinner with Jack	_____	_____
9. Lunch with Sarah	_____	_____
10. Haircut	_____	_____
11. English class	_____	_____
12. Computer class	_____	_____
13. Julie's wedding	_____	_____

## Lesson 2

### 1. Study the parts of the body.

- |             |             |              |                |
|-------------|-------------|--------------|----------------|
| 1. head     | 7. arm      | 13. waist    | 18. shin       |
| 2. face     | 8. elbow    | 14. buttocks | 19. leg        |
| 3. neck     | 9. wrist    | 15. hip      | 20. calf       |
| 4. shoulder | 10. hand    | 16. thigh    | 21. ankle      |
| 5. back     | 11. stomach | 17. knee     | 22. foot, feet |
| 6. chest    | 12. abdomen |              |                |

### 2. Write the words from above next to each number below.



3. Study these health problems.



1. a terrible sore throat

2. a fever

3. a bad stomachache

4. a backache



5. a terrible headache

6. a bad cold

7. an awful toothache

8. the flu.



She feels **awful**.  
(She feels sick)



He feels **achy all over**.  
(He feels a dull pain all over his body)



He feels **nauseous**.  
(He feels as if he can't keep food down).



She feels **run down**.  
(She feels tired from lack of sleep)



He feels **dizzy**.  
(He feels like his head is spinning and he can't balance himself).



He feels **very weak**.  
(He feels like he has no energy in his body).

**4. Write a sentence with the following words.**

- |  |  |
|--|--|
| 1. a fever/achy all over.                | She has a fever and feels achy all over. |
| 2. a bad stomachache/nauseous            | He _____.                                |
| 3. a terrible sore throat/achy all over. | He _____.                                |
| 4. a fever/dizzy                         | She _____.                               |
| 5. a terrible headache/run down.         | He _____.                                |
| 6. the flu/awful                         | He _____.                                |
| 7. a bad cold/nauseous                   | She _____.                               |
| 8. the flu/very weak.                    | He _____.                                |

### Lesson 3

#### Making A Doctor's Appointment.



Tam Tran works in a bookstore. His hours are 9:00 A.M. to 3:00 P.M. Monday through Friday. He has the weekend off.

Tam hasn't been feeling well. He can't sleep at night and feels run down. He is going to call Westminster Clinic to schedule an appointment.

**Tam's work schedule week Dec 3 - 9**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
3 Day OFF	4 9:00 A.M.- 3:00 P.M.	5 9:00 A.M.- 3:00 P.M.	6 9:00 A.M.- 3:00 P.M.	7 9:00 A.M.- 3:00 P.M.	8 9:00 A.M.- 3:00 P.M.	9 Day OFF

If Tam is given an appointment before 3:00 P.M. on his working day, he will remember to say *"I'm sorry, I can't make it then. Can I come in later?"*

**A. Look at the calendar and put an X in the correct column.**

Appointment date	Time	Say: "Yes, that's good."	Say: "I can't make it then, I'm working. Can I come in later?"
Dec 4	10:00 A.M.	_____	__ X __
Dec 4	2:00 P.M.	_____	_____
Dec 5	2:00 P.M.	_____	_____
Dec 6	12:00 Noon	_____	_____
Dec 7	3:00 P.M.	_____	_____
Dec 8	3:30 P.M.	_____	_____

***B. Practice the dialogue.***

Receptionist: Doctor Anderson's Office.  
Tam: Hello. This is Tam Tran.  
I'm not feeling well.  
Receptionist: What seems to be the problem?  
Tam: I can't sleep at night and I feel run down.  
  
Receptionist: Do you want to make an appointment to see the doctor?  
Tam: Yes, please.  
Receptionist: Can you come in December 5 at 2:00 p.m.?

***Tam checks the calendar.***

Tam: I can't make it then, I'm working. Can I come in later?  
Receptionist: How about December 5 at 4:45 pm?

***Tam checks the calendar.***

Tam: Yes, that's good.  
Receptionist : We'll see you Dec.5 at 4:45pm.  
Tam: Thank you very much.

***Write the appointment date and time.***

Tam's appointment's date: Dec 5  
time: 4:45 pm.

**Practice 1**



Maria Martinez works in a big hotel. Her regular hours are 6:00 A.M to 2:00 P.M., Monday through Thursday. Maria has had a terrible sore throat and felt achy all over for two days. She's going to call Doctor Anderson's office to make an appointment. If Maria is given an appointment before 2:00 P.M. on her working day, she will remember to say *"I'm sorry, I can't make it then. Can I come in later?"*

**Maria's work schedule – Week Dec.10- 16**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10	11	12	13	14	15	16
Day Off	6:00 A.M.- 2:00 P.M. work	6:00 A.M.- 2:00 P.M. work	6:00 A.M.- 2:00 P.M. work	6:00 A.M.- 2:00 P.M. work	Day Off	Day Off

**A. Look at the calendar and put an X in the correct column.**

Appointment date	Time	Say: "Yes, that's good."	Say:" I can't make it then, I'm working. Can I come in later?"
Dec 11	1:45 P.M.	_____	___X___
Dec 11	2:45 P.M.	_____	_____
Dec 12	11:30 A.M.	_____	_____
Dec 13	12:00 Noon	_____	_____
Dec 14	3:00 P.M.	_____	_____
Dec 15	10:30 A.M.	_____	_____
Dec 15	11:00 A.M.	_____	_____

**B. Fill in the blanks with the information about Maria. Then practice the dialogue with a partner.**

1. Maria Martinez
2. I've been having a terrible sore throat and feeling achy all over for two days.
3. I'm sorry, I can't make it then. Can I come in later?
4. Yes, that's good.

Receptionist: Doctor Anderson's Office.

Maria: Hello. This is \_\_\_\_\_ . (1)

I'm feeling very tired.

Receptionist: What seems to be the problem?

Maria: \_\_\_\_\_ (2)

Receptionist: Do you want to make an appointment to see the doctor?

Maria: Yes, please.

Receptionist: Can you come in December 11 at 11:30 A.M.?

***Maria checks the calendar.***

Maria: \_\_\_\_\_ ? (3)

Receptionist: How about December 11 at 4:00 pm?

***Maria checks the calendar.***

Maria: \_\_\_\_\_ . (4)

Receptionist : We'll see you Dec.11 at 4:00pm.

Maria: Thank you very much.

***Write the appointment date and time.***

Maria's appointment's date: \_\_\_\_\_  
time: \_\_\_\_\_

**Practice 2**



Jose Garcia works in a restaurant. His hours are 1:00 pm to 10:00 pm Monday to Saturday. He is free all mornings.

Jose has had an awful headache for two days. He is going to call Dr. Andrew’s office to schedule an appointment.

If Jose is given an afternoon appointment on his working day, he will remember to say ***“I can’t make it then, I’m working. Can I get a morning appointment?”***

**Jose’s work schedule – Week Dec.17 – 23**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
17 Day Off	18 1:00 P.M. - 10:00 P.M. work	19 1:00 P.M. - 10:00 P.M. work	20 1:00 P.M. - 10:00 P.M. work	21 1:00 P.M. - 10:00 P.M. work	22 1:00 P.M. - 10:00 P.M. work	23 1:00 P.M. - 10:00 P.M. work

***A. Look at the calendar and put an X in the correct column.***

Appointment date	Time	Say: “Yes, that’s good.”	Say:” I can’t make it then, I’m working. Can I get a morning appointment?”
Dec 18	10:00 am	<u>  X  </u>	<u>          </u>
Dec 19	2:30pm	<u>          </u>	<u>          </u>
Dec 20	10:00am	<u>          </u>	<u>          </u>
Dec 21	4:00 pm	<u>          </u>	<u>          </u>
Dec 22	9:00 am	<u>          </u>	<u>          </u>
Dec 22	3:30 pm	<u>          </u>	<u>          </u>

**B. Fill in the blanks with the information about Jose. Then practice the with a partner.**

1. Jose Garcia
2. I've been having an awful headache for two days.
3. I can't make it then, I'm working. Can I get a morning appointment?
4. Yes, that's good.

Receptionist: Doctor Andrew's Office.  
Jose: Hello. This is \_\_\_\_\_ . (1)

I'm not feeling very well.  
Receptionist: What seems to be the problem?

Jose: \_\_\_\_\_ . (2)

Receptionist: Do you want to make an appointment to see the doctor?

Jose: Yes, please.

Receptionist: Can you come in December 19 at 2:30 p.m.?

***Jose checks the calendar.***

Jose: \_\_\_\_\_ .(3)

Receptionist: How about December 19 at 10:00 am?

***Jose checks the calendar.***

Jose: \_\_\_\_\_ (4)

Receptionist: We'll see you Dec.19 at 10:00 am.

Jose: Thank you very much.

***Write the appointment date and time.***

Jose's appointment's date: \_\_\_\_\_

time: \_\_\_\_\_

**Practice 3**



Sandy Chen is 65 years old. She lives with her son John who gives her rides every time she needs to go to the doctor. John works in a factory. His regular hours are Monday through Friday from 5:00 A.M. to 12:00 noon . He’s free in the afternoon. Sandy Chen has had a pain in her left hand for three days. She is going to call Dr. Snow’s office to schedule an appointment. Sandy doesn’t want her son to miss work; therefore, if she’s given a morning appointment, she will remember to say: ***“I can’t make it then; I can’t get a ride in the morning. Can I have an afternoon appointment?”***

**John’s work schedule – Week Dec.24 – 30**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
24 Day Off	25 Christmas Holiday	26 5:00 A.M.- 12:00 noon work	27 5:00 A.M.- 12:00 noon work	28 5:00 A.M.- 12:00 noon work	29 5:00 A.M.- 12:00 noon work	30 Day Off

**A. Look at the calendar and put an X in the correct column.**

Appointment date	Time	Say: “Yes, that’s good.”	Say:” I can’t make it then, I can’t get a ride in the morning. Can I have an afternoon appointment?”
Dec 26	9:00 am	___ ___	___X___
Dec 26	2:30 pm	_____	_____
Dec 27	11:30 am	_____	_____
Dec 28	10:00 am	_____	_____
Dec 29	3:00 pm	_____	_____
Dec 29	4:30 pm	_____	_____

**B. Fill in the blanks with the information about Sandy. Then practice the dialogue with a partner.**

1. Sandy Chen
2. I've been having a pain in my left hand for three days.
3. I can't make it then; I can't get a ride in the morning. Can I have an afternoon appointment?
4. Yes, that's good.

Receptionist: Doctor Snow's Office.  
Sandy: Hello. This is \_\_\_\_\_ . (1)

I'm not feeling very well.

Receptionist: What seems to be the problem?

Sandy: \_\_\_\_\_ . (2)

Receptionist: Do you want to make an appointment to see the doctor?

Sandy: Yes, please.

Receptionist: Can you come in December 26 at 9:00 am.?

***Sandy checks the calendar.***

Sandy: \_\_\_\_\_  
\_\_\_\_\_ ? (3)

Receptionist: How about December 26 at 3:30 pm?

***Sandy checks the calendar.***

Sandy: \_\_\_\_\_ (4)

Receptionist : We'll see you Dec.26 at 3:30 pm.

Sandy: Thank you very much.

***Write the appointment date and time.***

Sandy's appointment's date: \_\_\_\_\_  
time: \_\_\_\_\_