

DOCTOR- PATIENT COMMUNICATION

filling out application form → processing application (chart made) → going to department and waiting for doctor → treatment → tests → receipt of prescription → payment → receipt of medicine

- a. Do you agree or disagree with the following statements. Compare your answers with those of a classmate and discuss the reasons for your choice.*

When taking a medical history, you.....	Agree	Disagree
Try to ask as many opened- ended questions as possible		
Ask questions like, “And I assume you also have headaches, don’t you?”		
Take notes as you are interviewing the patient		

- b. Put these steps for taking a patient’s history into the correct order.*

Chief complaint

- ☐ Family history
- ☐ History of present condition
- ☐ Introductory “small talk”
- ☐ Medication
- ☐ Past medical history
- ☐ Physical examination
- ☐ Social history

- c. Discuss the following questions*

- What is the purpose of making “small talk” at the beginning of the consultation?
- What topics might be suitable for “small talk”?
- Write down a short dialogue doctor – patient based on “small talk”

- 1. Choose the one item on the right that corresponds to one in the left in order to form a sentence:**

1	Help me with		A	To our ward
2	I’ll take your		B	Want to know
3	If you would like,		C	To take a sit
4	Morning. Welcome		D	Can I help you
5	This is my son R., who		E	A few details
6	What do you		F	Appointment letter
7	I am nurse W.		G	Drove me here

- 2 . Fill in all the gaps with the appropriate words taken from the box below:**

A.

appointment few for help is like lovely this welcome you

B.

again every feels headache help little loose often see something speak st
art strong sure upset went

A. NURSE: Morning..... to our ward. I'm Nurse Ordóñez - can I.....you?

PATIENT Yes, please. I'm Mrs Watson and.....is my son Ricky who drove me here. I've come.....my operation.

NURSE Ah, yes, I'll take your.....letter, thank you.

PATIENT It's a.....place - is it new?

NURSE Yes, it....., we're very proud of it, it was inaugurated by Her Royal Highness last December. Now, if you'd.....to take a seat, and help me with a.....details...

PATIENT Yes, of course. What do.....want to know?

B. Pharmacist: Good afternoon. Can Iyou?

Patient: Yes, let's hope so. Thank God you English.

Pharmacist: Well, just a..... What seems to be wrong?

Patient: I've got anstomach-it's pretty bad. I've been up all night with it. And now, I've got a badas well.

Pharmacist: IWhen did it first?

Patient: When Ito bed.

Pharmacist: Do you think it isyou have eaten?

Patient: Oh, forI am not used to all this wine and dining.

Pharmacist: No- it can be pretty

Patient: I'll say! You can say that.....!

Pharmacist: Have you got diarrhea? Is it very.....?

Patient: That's what itlike.

Pharmacist: Howdo you have to go?

Patient: I have to gofew minutes.

QUESTIONING

In order to establish the diagnosis the doctor is asking questions to the patient.

- In the Romanian medical system, this is the moment when a questioning on the symptoms takes place.
- The questions are on the nature of pain (*Where does it hurt?*), on the moment when the pain appears (*When does it hurt?*, *When are you in pain?*), on the intensity of pain (*Are you in very big pain?*), on the date of appearance (*Since when do you feel bad?*), on its frequency (*Do you seldom feel the pain?*).

3. *Here are the answers of the sick people. Find the questions asked by the doctor during the consultation:*

Doc: So, what brings you along today?

Pat: I don't know what is happening to me. I don't feel well for a few days now, and that

only takes place after sleeping.

Doc:.....

Pat: I have moments when my respiration stops. I just can't swell anymore.

Doc:.....

Pat: After about one hour from waking up.

Doc:.....

Pat: Oh, yes. That's happening to me every evening.

Doc: Don't worry, there's nothing wrong with you. I think that you are lacking calcium.

This can be easily solved.

4. Doctor and patient vocabulary.

In order to complete the following sentences chose the best answer: A, B

a. Please will.....takeshirt and vest.....and lie on the couch.....your tummy.

A. you- your- off-on

B. you're- you're-of- under

b. Let's havelook. I need a feel.....it.

A. a- of

B. the- to

c. Have you been.....anything heavy?

A. lifted

B. lifting

d. And.....home, or you sit..... - do you sit..... a chain that.....you sit.....fairly straight?

A. in- down-right-inside-does- on

B. at- upright-in- makes -up

e. No. It is just.....ordinary armchair.

A. an

B. the

f. Yes, it feels just ainflamed- I can tell.....strained.

A. little- it is

B. small- it is

g. That is it-.....there. Ooooh, it.....

A. exact- hurting

B. exactly- hurts

h. Now- just.....is the pain?

A. where

B. what

i. Well, I.....my sister with..... suitcases.....she caughttrain to goholidays.

A. help- her- while-a – to

B. helped- her- when- the- on.

WHEN ARE YOU IN PAIN?

During the questioning, the physician tries to situate the symptoms in time.

- Some health problems are less frequent. They are occasional, rare, less frequent.
- Some others are more regular, are coming back always in the same moment (every evening, in the morning).
- Some pains are constant, permanent, continuous (they never stop, the patient is in pain all time long).

5. Complete every phrase by using the given temporal markers:

Often; after; regularly; before; permanent ; already; exceptional; always

- The pain appears every daylunch.
- Do you.....have headaches?
- I make my analysis.....
- You are in pain all day long, it is perpetual.....
- I haven't been in pain only once. In my case, this pain in the knee is.....
- Ifeel like vomiting in the morning.
- Your case is anone. My patients never have secondary effects after this small surgery.
- Do you feel this kind of pain.....oryou get out of bed?

7. Make a dialogue following the given details:

- The patient establishes a meeting with the physician.
- The medical secretary establishes a meeting in 10 days.
- The young man tries to obtain a sooner meeting.
- The secretary finds a free space for him, but at 8 a.m. in the morning.
- The patient accepts.
- She asks for his personal data.
- He answers.

8. Imagine a visit at the doctor. A young mother goes to the pediatrician with her little baby hoping that what was on her skin was just a little allergy. But, the doctor doesn't think so. He gives a totally different diagnosis. Make a dialogue of about 10-15 lines.

Pre-reading exercises.

Answer the following questions:

- a) If you would be a doctor what kind of doctor would you be?
- b) Where would you like to study medicine and why?

Leya: - Good morning, I need to see the doctor.

Nurse:- Good morning madam. What are your reasons for seeing the doctor?

Leya: - Well.....lately I have been feeling tired and occasionally I have had really bad headaches. Also an upset stomach and on top of that I have had this persistent cough for the last two weeks.

Nurse:- When did you start having these symptoms?

Leya: - I started feeling tired about two months ago, that a little bit after that the headache came. I got the upset stomach long before feeling tired.

Nurse: - Are you taking any medication?

Leya: - No, I am taking only multivitamin tablets.

Nurse: - For how long?

Leya: - For the last three months.

Nurse: - Ok, let me take your vital signs.

Leya: - How am I doing?

Nurse: - Everything is good. Normal blood pressure and no high temperature. Please have a seat and wait for your turn.

After some time....

Nurse: - Madam, it is your turn. Please go to the doctor.

Leya: - Ok, thanks.

Doctor: - Good morning, Leya.

Leya: - Good morning, doctor.

Doctor: I see that you started feeling tired two months ago and then you started having a bad headache. You also have had an upset stomach and

- c) Do you think being a neurosurgeon is harder than being a surgeon? Why?

- d.) What kind of a doctor do you want to become?

persistent cough. Did you run a fever too?

Leya: No, doctor.

Doctor: - Please take a deep breath, hold your breath and exhale.....Once more.

Where are there any changes in your diet or in your weight lately?

Leya: - I ate usual things but I lost five kg. recently.

Doctor: - Did you suffer from insomnia?

Leya: - Well it is pretty hard for me to fall asleep, when I go to bed. I also wake up many times during the night.

Doctor:- Do you drink or..... smoke?

Leya: - No.

Doctor:- It looks like you have a pneumonia. Other than that I do not see any problems. You are probably under stress and stress causes headaches and upset stomach. Also sleeplessness. For now try to relax and exercise, it may solve your problems. Come back to see me again if the symptoms persist and I will do further tests. I am going to give you a prescription for your pneumonia. Are you allergic to any drugs?

Leya: - Not of my knowledge.

Doctor: - Ok. Take these pills three times a day after you eat and I also want you to have some blood tests. Stop by the laboratory on your way out and have the nurse draw your blood.

Leya: - Ok, doctor, thank you.

Doctor: - You are welcome.

