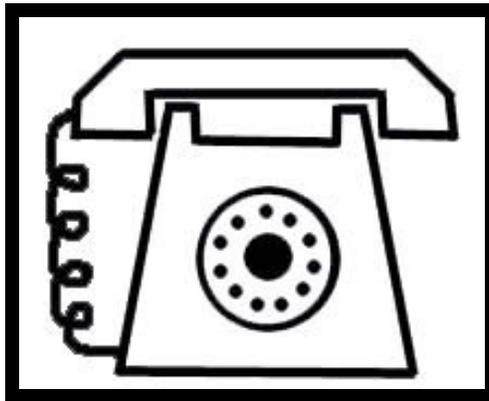


ESL Health Unit

Unit One The Doctor's Office

Lesson One Making Appointments



Source: http://www.cswusa.com/images/Clipart/Resource_-_telephone_white_bkgd.jpg

Reading and Writing Practice Intermediate

Goals for this lesson:

Below are some of the goals of this lesson. Which ones are your goals too? Check (✓) them.

- describe your feelings
- develop strategies for listening to automated telephone messages
- understand common phrases used in automated messages
- describe common reasons you need to call a doctor's office



Reading and Writing Practice

Before You Read!

In this lesson, you will read about the frustrating experience one Chinese elder had when he tried to make an appointment with his doctor. Before you read, discuss the following questions with your classmates and your teacher.

1. In your home country where you were born, how do you make an appointment with your doctor? If you call the doctor, who answers the phone – a person or a machine?
2. Is making an appointment with a doctor in your home country *easy* or *difficult*? Why do you think so?
3. In the United States, how do you make an appointment with your doctor? When you call the doctor, who answers the phone – a person or a machine?
4. How does it make you feel when you call somewhere and a machine answers the telephone?
5. Is making an appointment with a doctor in the United States *easy* or *difficult*? Why do you think so?

Reading One: Making a Doctor's Appointment

Now you are going to read a story about the experience one Chinese elder had when he tried to make an appointment with his doctor in San Jose, California.

Please read the story and then answer the questions with your classmates and your teacher.

“I tried to call *the doctor to make an appointment* but it is all **automated**. Nobody is there. *On the phone I hear*, “if you want....**press 1...press 2.**” I do not understand and get **frustrated**. I don't understand. I'm sorry. I should go back to my country. It is very difficult to live here even with the amount of English I understand. What about those who do not understand at all?”

Questions:

1. What happened to the man when he tried to call the doctor to make an appointment?
2. How does the man feel about this experience?
3. Have you had a similar experience? Circle the words that describe how **you** feel when you have this kind of experience and then tell your story to your classmates and your instructor.

frustrated

angry

comfortable

nervous

worried

indifferent

Culture Box: Voicemail Tips

According to Paul Wenke from *The Kansas City Star*, most Americans hate automated voice-mail systems (September 5, 2004).

But voicemail is supposed to help us — not **drive us crazy**.

To help us use voicemail systems more effectively, Wenke **suggests** five voice mail tips:

1. If you feel you are very confused and don't understand the options press "0."

Most of the time you can reach an **operator** who can help you with your question.

2. Once you get a real person, explain exactly what or who you need and ask **to be connected to** that office or person.

3. Write out what you want before you call. Then you are ready if you get a recording that asks you to leave a message. Your message should be short and clear.

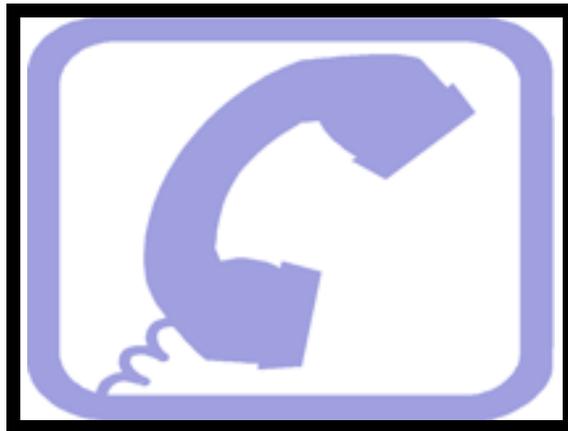
4. If you leave a message on an answering machine, ask for a callback time, for example: "If possible I would like to hear from you by today at 4:00." It might not work, but it sounds **authoritative**.

5. If you continue to have problems, keep trying. **Hang up** and call again until you feel comfortable that you understand.

Discuss the meanings of the words in **bold** with your classmates and teacher.

ESL Health Unit

Unit One The Doctor's Office Lesson One Making Appointments



Source: <http://www.symonettes.com/img/phone-clipart-gif.gif>

Listening and Speaking Practice ***Intermediate***

Goals for this lesson:

Below are some of the goals of this module. Which ones are your goals too? Check (✓) them.

- describe your feelings
- understand a voicemail message
- learn new vocabulary
- describe why you call the doctor
- make an appointment

Students
Helping
In the
Naturalization of
Elders

MetLife Foundation 

Lesson One: Making Appointments

ESL Health Unit/Intermediate, Unit One: The Doctor's Office

Listening and Speaking Practice

Before You Listen!

Some of the reasons people call a doctor's office are listed below. Think about all of the reasons you have called the doctor's office since you have been to the United States and check off any that you have experienced.

<input type="checkbox"/> Schedule an appointment	<input type="checkbox"/> You feel sick and you need to see a doctor
<input type="checkbox"/> Confirm an appointment	<input type="checkbox"/> Ask a question about a bill
<input type="checkbox"/> Ask the doctor a question	<input type="checkbox"/> Request a prescription refill
<input type="checkbox"/> Change an appointment	<input type="checkbox"/> Ask the nurse practitioner a question
<input type="checkbox"/> Request a referral	<input type="checkbox"/> Talk about an emergency

Listening One – Understanding an Automated Voice Message

Note to teacher: Do **not pass out the written message in the box below until students are ready for the “Talk About It!” activity. Record it onto a cassette and have students listen to the recording (If you have time, it may be helpful to ask a friend or family member to record this

message so that your learner(s) can practice listening to an unfamiliar voice). Play once or twice before they begin to listen for specific information.

Listen to the following automated voicemail message from a doctor's office.

Hello. You have reached the Health Center Plus. Please choose from the following options. Listen carefully. Our menu options have changed. If you are a physician or this is an emergency, press 1. If you want to schedule, change or confirm an appointment select 2. If you want to refill a prescription press 3. If you want to request a referral or if you have a question regarding your referral press 4. If you wish to speak to the secretary of Doctors Smith, Green, or Nguyen, press 5. If you are sick and you wish to speak to the nurse practitioner select 6. If you have a question about a bill press 7. If you are calling from a rotary phone please stay on the line for the next available representative.

Now listen again and write the phone number the caller should select for each problem.

___ Schedule an appointment	___ You feel sick and might need to see a doctor
___ Confirm an appointment	___ Ask a question about a bill
___ Ask the doctor a question	___ Request a prescription refill
___ Change an appointment	___ Ask the nurse practitioner a question
___ Request a referral	___ Talk about an emergency

After you have written a number beside each problem, share your answers with your classmates and your teacher.

Talk About it!

Making Polite Requests:

One way of making a polite request is to phrase it as a question with *could* or *would* while using polite language:

Wait here. →Would (could) you wait here, please?

Sit down. →Would you like to sit down?

Drive me home. →Could you drive me home, please?

In general, *would like* is more polite than *want*.

Another useful phrase: *would you mind* + the *-ing* form of the verb.

Would you mind holding the phone?

Now you try it: Rephrase the following into polite requests:

1. Ask someone if that person desires a cup of coffee.

2. Rephrase *Help me out* as a polite request.
3. Rephrase more politely: *Wait a few minutes*. (Two possibilities.)
4. Rephrase more politely: *Fill out this form*.
5. Rephrase more politely: *Help me onto the table*. (Use mind.)
6. Rephrase more politely: *Write down the instructions*.
7. Rephrase more politely: *Call my son*.
8. Rephrase more politely: *Do me a favor*.
9. Rephrase more politely: *Make an appointment for me for next week*.

Activity One:

Compare the different speakers in a doctor's office. Which speakers use polite language? Underline language you think is polite.

Receptionist: Dr. Lopez's office. How may I help you?

Maria: Hi. I need more medicine.

Misha: I would like to schedule an appointment please.

Secretary: When would you like to come in?

Nurse Practitioner: Hello, this is Judy Smith.

Jana: I am sick and want to see a doctor.

Nurse Practitioner: Ok, could you tell me what's wrong?

Jana: I feel terribly dizzy when I stand up.

Nurse Practitioner: Ok, let me help you schedule something. Could you come in tomorrow?

Roberto: Hi, I have a big problem with a bill.

Secretary: Could you tell me the invoice number or date of service?

Roberto: It's for May 5. You charged me for laboratory fees but I wasn't in a laboratory. Fix it please.

Now...correct the speakers who do not use polite language. Now practice each corrected dialogue with a partner.

Activity Two:

***NOTE:** Copy these roles onto index cards (or cut these roles apart) and give learners cards with different roles so that they cannot see each other's character.

With a partner, practice using automated answering messages. First, read the roles below. Then prepare an appropriate message for each role. Next, one partner should be the automated message by reading the text your teacher gives you. The other person should call, press the appropriate number and then leave a voicemail message. Refer to the Culture Boxes “Voicemail Tips” and “How to Make Polite Suggestions” for ideas.

Carlos: You saw Dr. Green a month ago for pain in your back and yesterday you received a bill in the mail. The bill says that you should pay for laboratory blood tests but you did not have any laboratory work done. Call the office and ask them to fix your bill.

Anna: You have heard people talking about flu shots. Because you are 70 years old, you fall into the high risk category for the flu and would like a flu shot. Call your doctor’s office and ask how you make an appointment to receive a flu shot.

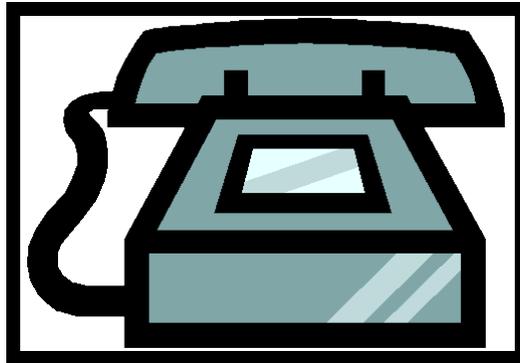
Ping: You have been suffering from a bad cough and shortness of breath for about two weeks. Call your doctor's office and make an appointment to see someone.

Alexander: Your prescription for Micronase (diabetes medicine) has expired and you need more. Call to ask for a prescription refill.

ESL Health Unit

Unit One The Doctor's Office

Lesson One Making Appointments



Source: <http://www.telephoneart.com/clipart/telephone1123.gif>

Real Practice Intermediate

Goals for this lesson:

Below are some of the goals of this lesson. Which ones are your goals too? Check (✓) them.

- describe your feelings
- develop strategies for listening to automated telephone messages
- understand common phrases used in automated messages
- describe common reasons you need to call a doctor's office



Lesson One: Making Appointments

Real Practice!

Call your doctor's office after hours. Listen to the voicemail message, writing down all the options. Call the number again until you are sure that you have the correct information written down.

Checklist for Learning

Vocabulary Log:

In the space below, write down all of the new words you learned during this lesson that you want to remember. Try to separate your list of words into nouns (person, place or thing), adjectives (describing words) and verbs (action words). For extra practice use them in sentences of your own.

New words I learned during this lesson:

Nouns:

Adjectives:

Verbs:

What can you do?

Below are some of the language goals you worked on during this lesson. Check (✓) what you learned from this lesson. Add more ideas if you wish.

I learned to...

- describe your feelings
- understand a voicemail message
- learn new vocabulary
- describe why you call the doctor
- make an appointment
-