

# ***ESL Health Unit***

## **Unit Two The Hospital**

### **Lesson Three Taking Charge While You Are in the Hospital**



#### ***Reading and Writing Practice Advanced Beginning***

##### **Goals for this lesson:**

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

- Learn new vocabulary for talking about medical situations.
- Practice reading closely for the main ideas and details of a story.

## **Lesson Three: Taking Charge While You Are in the Hospital**

### **Reading and Writing Practice**

#### **Before You Read!**

*In this lesson, you will read Frank's description of his trip to the hospital.*

*Before you begin, look at the pictures below and write a story with your partner. Tell what happened to Frank. Use the questions below to help you.*



(All pictures taken from [www.clipsahoy.com](http://www.clipsahoy.com))

*Questions to help you with your story:*

1. What happened to the man?
2. What did he do after this?
3. How did he feel?
4. Where did he go the next day?
5. Who did he meet there?
6. What happened next?
7. What did he ask the doctor?

8. What did the doctor say to him?

9. What did the doctor give him?

10. How did the man feel?

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## Reading Three – A Confusing Trip to the Hospital

*Frank talks about feeling confused about her visit to the local hospital:*

Two months ago, I **tripped** on a **cord** and **fell down** in my apartment. I **hurt** my left side and my head. I could walk but I **ached** a little. At night, I **lay** on my left side and the **walls** and the **ceiling** began to **spin**. It was **terrible**. I **turned** on my back and the feeling disappeared. But it happened again later. This time, it was worse. When I turned, the feeling **went away**.

I waited until morning. Then I got out of bed slowly. Nothing happened. I called my doctor's emergency service. She said, "Go to the hospital." After that, my son took me to County Hospital. I was the only patient in the hospital. It was Sunday. The nurse took me to a small room. And I lay there 3 hours. The nurse took my blood pressure constantly all 3 hours. They **measured** my heart too. They took me to another room and did something to my head. But they didn't tell me anything. I didn't understand.

Finally, the doctor came and **shook** my hand. He told me his name. He said, "Everything is okay." I asked him, "What is wrong with me?" He said, "It's in your ear." The nurse gave me 2 pills. She said, "In 10 minutes, go on your left side." And I was afraid. But **nothing happened**. They gave me a **prescription**. Now, I am feeling very good.

### Activity One:

*Read the sentences and write T if the statement is true and F if the statement is false.*

- \_\_\_\_\_ 1. Frank fell down the stairs.
- \_\_\_\_\_ 2. He hurt her left side.
- \_\_\_\_\_ 3. He ached a little.
- \_\_\_\_\_ 4. He lay down on her right side and the room began to spin.
- \_\_\_\_\_ 5. This happened five times.
- \_\_\_\_\_ 6. He called her doctor's office.
- \_\_\_\_\_ 7. He called an ambulance.
- \_\_\_\_\_ 8. He was the only patient in the emergency room.
- \_\_\_\_\_ 9. The nurse checked her blood pressure.
- \_\_\_\_\_ 10. They checked her heart and head.
- \_\_\_\_\_ 11. The doctor said it was her heart.
- \_\_\_\_\_ 12. The nurse gave her two pills and she was fine.

**Activity Two:**

*Now discuss the questions below with your classmates and teacher.*

1. What was wrong with Frank's health?
2. What did the doctor tell him? Was the doctor clear?
3. What questions should Frank ask about his health?

**Activity Three:**

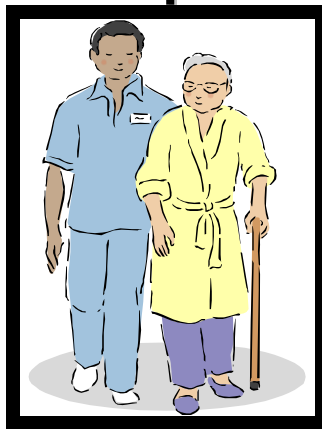
*What are the main ideas in this story? Practice telling Frank's story again in your words with your partner.*

# ***ESL Health Unit***

## **Unit Two The Hospital**

### **Lesson Three**

## **Taking Charge While You Are in the Hospital**



### ***Listening and Speaking Practice***

#### **Goals for this lesson:**

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

- Practice asking for information and expressing your opinion politely in healthcare situations.
- Understand cultural differences between how patients and healthcare professionals communicate in the United States and other countries..
- Study should + verb, have to + verb, need to + verb, and could + verb
- Practice listening to and understanding numbers.

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## **Lesson Three - Taking Charge While You Are in the Hospital**

### ***Listening and Speaking Practice***

#### **Before You Listen!**

*Discuss these questions with your classmates and teacher.*

1. How do you feel when you talk to your doctor or nurse in the hospital?
2. Do you understand what they say?
3. Do you understand the tests they do?
4. Do you understand the medicine they give you?
5. Do you understand what is wrong with you?

*Read this with your classmates and your teacher before you listen. Discuss any words you don't know with your teacher.*

## **Good Communication in the Hospital**

You should be able to communicate (*communicate* means *talk to and understand*) with your doctor or nurse in the hospital. You should understand everything that is happening to you. You should understand all tests done, medications, and advice your doctor gives you.

*Practice these expressions to help you communicate with your doctor or nurse.*

### **Expressions**

#### **Stating a Preference**

I would like to get a second opinion.

I would like to speak to my doctor.

I would like my son to come with me.

I would like to know what is wrong with me.

I'm sorry, but I'm not comfortable with that.

#### **Asking for Information**

Could you explain this to me? I don't understand this procedure.

I'm sorry, but I don't understand what that is.

Could I talk to the doctor? I need to know about this medication.

### **Listening Three – Communicating Successfully in the Hospital**

**Nurse:** Mrs. Alvarez, you can come with me.

**Mrs. Alvarez:** Okay.

*The nurse takes Mrs. Alvarez into a room.*

**Nurse:** Now, Mrs. Alvarez, could you put on this hospital gown? I'll be  
back in a minute.

**Mrs. Alvarez:** Sure.

*The nurse comes back and checks her blood pressure, takes her pulse.*



**Nurse:** Mrs. Alvarez, do you have any allergies? Are you allergic to any medicines?

**Mrs. Alvarez:** No, I'm not allergic to anything.

**Nurse:** Okay. Good. Your blood pressure is good.

**Mrs. Alvarez:** Okay.

**Nurse:** The doctor will be with you in a few minutes.

**Mrs. Alvarez:** Thank you.

**Doctor:** Hi Mrs. Alvarez. How are you today?

**Mrs. Alvarez:** Well, I fell down the stairs and now I feel achy. My head hurts a little.

**Doctor:** O.K. We're going to do a test on your head now.

**Mrs. Alvarez:** What kind of test is it? What will happen to me?

**Doctor:** The test is called a CAT Scan.

**Mrs. Alvarez:** I'm sorry, but I don't understand what that is.

**Doctor:** It is a test to see if you have any head injuries.

**Mrs. Alvarez:** Why do I need this test?

**Doctor:** You need this test because you fell down the stairs and you hit your head. It's the only way we can see if there's a problem.

**Mrs. Alvarez:** Okay. I understand. Could you tell me what will happen to me? What is this test?

**Doctor:** You will lie down and we will put your head under something that looks like a donut.

**Mrs. Alvarez:** Will it hurt me?

**Doctor:** No, it won't hurt and you won't feel anything. It's very simple. It is a test we do to find out if there are any injuries to your head or any other problems.

**Mrs. Alvarez:** Okay. I understand. But I would like my daughter to come with me.

**Doctor:** I'm sorry; she can't come in with you. But she can wait in the waiting room.

*Mrs. Alvarez is now in the CAT Scan room.*

**Technician:** Now Mrs. Alvarez, hold your breath. Okay now let your breath go.

*(Picture above is taken from [www.hhp.umd.edu/.../gusto/othertesting.html](http://www.hhp.umd.edu/.../gusto/othertesting.html))*

### **Activity One:**

*Talk about these questions with your partner.*

1. Why did Mrs. Alvarez go to the hospital?
2. What did the nurse do?
3. What did the doctor say?
4. What questions did Mrs. Alvarez ask?
5. How did the doctor explain the CAT Scan?
6. Did Mrs. Alvarez understand everything in the end?

### **Activity Two:**

*Now practice reading the dialogue out loud with your partner.*

**Activity Three:**

*Read the following situations. Work with a partner. Write what you can say to the healthcare professional.*

1. You are having severe chest pain. You call 9-1-1 and an ambulance comes. You want to go to a specific hospital. What can you say to the emergency medical technician (*this is the person who takes you to the hospital*)?



6. You've had a bad reaction to a medication (*this means problems because of your medication*). You want to change the medication or the dosage (*this means the amount of medication you take*). What can you say to the nurse or doctor?

### **Culture Box: Cultural Ideas and Healthcare**

Different cultures have different ideas about **contact** between health care professionals and patients. Here are some examples. Read them and discuss any words you don't know with your teacher.

- Patients should know everything about their condition, even if it is bad.
  
- A health care professional is allowed to touch a patient's body during examination.
  
- A patient should look a doctor or nurse in the eye as they speak. It is ok to look away sometimes.
  
- The patient makes the final decision (this means *choice*) about medical treatment. If the patient is too sick, family members and doctors can help.
  
- The patient's family members can stay in the hospital only during **visiting hours**. Most patient care is provided by health care professionals, not family members.

#### **Activity One:**

*With your classmates or teacher, talk about the culture box. Are these ideas the same in your country?*

**Activity Two:**

*Now read the story below about Minh, whose husband has different cultural beliefs about a doctor touching his body.*

My husband was in the hospital for about 2 hours. He was feeling very dizzy and had bad headaches. Finally, we made an appointment with his doctor. His doctor was worried. He sent us to a **specialist** for tests. A **neurologist\*** examined my husband and he touched his head. In my culture, it is very bad to touch a person's head. My husband was very upset. He left the hospital. My husband doesn't want to go back to the doctor.

\* **neurologist** – A doctor who treats the brain and nervous system.

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<sup>1</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

### **Activity Three:**

*In your group or pair, answer the following questions*

1. What cultural ideas did the doctor not know?
2. What is kind of physical contact between patient and doctor is okay in your country?
3. Has a doctor or health care professional ever done anything to upset you?
4. What should Minh do?

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<sup>3</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

## Before You Listen!

*How do you say and write the following numbers? Fill in the chart with the correct information and discuss your answers with your classmates and teacher.*

Number	How do you say it?
100	
1,000	
10,000	
100,000	
1,000,000	
130	
1, 230	
13,030	
130,313	
1, 213,433	
6%	
4.5%	
1/4	

<sup>4</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

1/3	
1/2	
1969 (the year)	
1976 (the year)	
1988 (the year)	
1992 (the year)	
2002 (the year)	

## Vocabulary

*Talk with your teachers and classmates about these vocabulary words before you listen.*

1. **interpreter:** someone who speaks English and your language
2. **diagnosis:** what the doctors says is your medical problem
3. **treatment:** how the doctor helps you with your medical problem
4. **demand:** to command, ask for something strongly

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<sup>5</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

## Listening Four - Language Problems and Health Care

About 32 million people in the United States speak a language other than English at home. 11% of patients need interpreter services. During the 1980s, 9.5 million people came to America from over 100 countries. Many health care providers have not given professional interpreter services to their non-English speaking patients. Patient care suffers because of this. People have to ask their children to interpret for them. Sometimes, non-English speaking patients wait a long time because there are no interpreters for them. Communication problems cause problems in diagnosis and treatment.

U.S. health care providers should give interpreting services to non-English-speaking patients. Non-English speaking patients should demand (*this means to ask for strongly*) interpreting services when they need them.

*Adapted from <http://www.diversityrx.org>*

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<sup>6</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

### **Activity One:**

*Listen the first time for the main idea.*

1. What is the main idea of this listening?

### **Activity Two:**

*Listen again and fill in the blanks with the missing numbers and words.*

1. About \_\_\_\_\_ people in the United States speak a language other than English at home.
2. During the \_\_\_\_\_, 9.5 million people came to America from over \_\_\_\_\_ countries.
3. Non-English speaking patients should \_\_\_\_\_ interpreting services when they \_\_\_\_\_ them.

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<sup>7</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

<sup>8</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

**Grammar Tip: should + verb, need to + verb, have to + verb,  
could + verb**

<b>Should + verb</b>	<b>Need to + verb</b> <i>and</i>	<b>Could + verb</b>
<p>You <b>should</b> go to the hospital.</p> <p>People use <b>should + verb</b> to give advice.</p> <p><b>Should + verb</b> means something that is good for you to do</p> <p>1. Non-English speaking patients <b>should demand</b> interpreting services.</p> <p>2. U.S. health care providers <b>should give</b> interpreting services to non-</p>	<p><b>Have to + verb</b></p> <p>You <b>need to have</b> a CAT scan.</p> <p>People use <b>need to + verb</b> and <b>have to + verb</b> to tell people what is necessary to do.</p> <p><b>Need to + verb</b> and <b>have to + verb</b> are stronger than <b>should + verb</b>.</p> <p>1. You <b>need to have</b> a blood test.</p> <p>2. Do I <b>need to go</b> to the hospital?</p>	<p>You <b>could ask</b> your doctor for advice.</p> <p>People use <b>could + verb</b> to tell people what is possible for them to do.</p> <p>1. You <b>could ask</b> for a second opinion. A second opinion is when you ask another doctor for advice.</p> <p>3. You <b>could go</b> to the hospital if you can't see the doctor.</p>

<sup>9</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

English-speaking patients.		
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## **Talk About It!**

### **Activity One:**

*Read the following situations. What should the patient do or say?*

*\*Note – as you are reading, discuss any words you do not know with your classmates and instructor. If necessary, use a dictionary to help you understand the meaning of the new words.*

### **Situation #1**

Carla went to the hospital after her doctor said her heart was beating irregularly. She knows that she will have some medical tests. She doesn't understand how long she will be in the hospital. She doesn't know when she will go home. She feels bad because she thinks a nurse explained this to her before.

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<sup>10</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

<sup>11</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

## **Situation #2**

Wen-liu has been in the hospital for a day. He is very angry with his nurse. This nurse never smiles. He makes faces when Wen-liu asks a question. Wen-liu waits for a long time when he calls for the nurse. One time, the nurse yelled at him when he asked for a drink.

## **Situation #3**

Maria's husband has cancer. Her doctor has been very kind. She respects him. Her doctor said, "Your husband can get many different treatments." Maria is confused. She would like to get a second opinion. She is afraid to tell her doctor this.

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<sup>12</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

**Activity Three:**

***My Rights as a Patient***

*Discuss the definition below with your teacher.*

A “Right” says that you should be treated in a certain way by law.

A. *Read the two stories below.*

“The nurses at X hospital don’t enjoy or respect their patients...I felt bad because I didn’t speak English. They didn’t help me.” <i>Spanish Speaker, Philadelphia</i>	“I think the X hospital is friendly and kind. They care about their patients. I have a problem speaking English, but I feel comfortable with them.” <i>Korean, Philadelphia</i>
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B. *These two people live in the same city. They are the same age. They had different experiences in the hospital. Answer these questions.*

1. Why do they have different opinions about hospital X?
2. Do they agree about anything?
3. Do they have a “right” to respectful treatment in a hospital?

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<sup>13</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

*What other “rights” do they have as patients?*

*C. In small groups read each sentence. Discuss the words you don’t know with your teacher. If the sentence is true, write T on the line. If the sentence is false, write F on the line.*

- \_\_\_\_\_ 1. You have the right to free medicine while in the hospital.
- \_\_\_\_\_ 2. You have the right to respectful treatment by all hospital staff.
- \_\_\_\_\_ 3. You have the right to emergency services.
- \_\_\_\_\_ 4. You have the right to know the names of all the healthcare professionals who help you.
- \_\_\_\_\_ 5. You have the right to a television in your hospital room.
- \_\_\_\_\_ 6. You have the right to have someone in the operating room with you.
- \_\_\_\_\_ 7. You have the right to decide what treatments and procedures you want.
- \_\_\_\_\_ 8. You have the right to a private room.
- \_\_\_\_\_ 9. You have the right to privacy.

## ***ESL Health Unit***

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<sup>14</sup>ESL Health Unit/Advanced Beginning, Unit Two: The Hospital, Lesson Three: Taking Charge While You Are in the Hospital, Listening and Speaking Practice

# Unit Two The Hospital

## Lesson Three Taking Charge While You Are in the Hospital



### *Real Practice* *Advanced Beginning*

#### Goals for this lesson:

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

- Learning about your rights as a patient.

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**Lesson Three: Taking Charge While You Are In the Hospital**

**A Thematic Unit for Beginning Level ESL Teachers**

*Beginning Level, Unit Two: The Hospital  
Lesson Three: Taking Charge While You Are in the Hospital*

## 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
-

