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1 Presenting complaints

Check up

- 1 Work in pairs. Match each photograph with what the person is saying.



- 1 I just need to find Mr Jensen's notes.

- 2 My hospital number? It's 3438235 and my GP's name is Dr Lane.

- 3 Good morning, Mrs Dean. My name's Dr Bray.

- 4 Sorry, I don't know my GP's phone number. Can I leave that blank?

- 2 How important are accurate patient records? Give reasons.
- 3 In your country, are patient records kept on computer or on paper? Which of these two systems do you think is better? Why?

Listening 1

Personal details

- 1 Listen. Look at the chart containing personal details of Mr Karlson. Then listen and correct any details 1–8 that may be wrong. Tick (✓) items that are correct.

Surname: <i>Johnson</i>	<i>Karlson</i> 1
First name(s) <i>Dave Ian</i>	Sex <i>M</i>
Address <i>3 Park View Mansions,</i>	2
<i>Castlefield Manchester M6 7DE</i>	
Admission details <i>Duncan Ward at 4 p.m.</i>	
<i>on 9 November 2008</i>	3
Hospital No <i>19736045</i>	4
DOB <i>27 10 53</i>	5
Telephone number <i>0166 405 7001</i>	
Marital Status <i>Single</i>	6
Occupation <i>Postman</i>	7
GP <i>Dr Khan</i>	8
C/o <i>pain in right arm</i>	

- 2 Listen again and check your answers.
- 3 Work in pairs. Decide what questions the doctor asks for each piece of information on the form.

Language spot

Asking short and gentle questions

- Ask gentle questions to put the patient at ease. Use *Can you tell me what / who + noun + verb?*
What's your surname / family name?
Can you tell me what your surname / family name is?
- Remove words to make questions shorter.
What's your first name? Your first name?
Have you any other names? (And) Any other names?

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In this unit

- asking about personal details
- asking questions about the presenting complaint
- describing and asking about pain
- writing up a case report

- 1 Make gentle questions or short questions for the questions you made in *Listening 1*, 3.
- 2 When taking the history of the presenting complaint (HPC), you often ask about pain. Use these words to complete the questions.

makes it worse / better?	did it start?
on?	you up at night?
spread anywhere else?	the pain is like?
had the pain?	get the pain?
the pain for me?	had the pain before?
constant?	

- a Where do you _____
- b Does the pain _____
- c Does it wake _____
- d Can you tell me what _____
- e Can you describe _____
- f How long have you _____
- g Is there anything which _____
- h When _____
- i Is there anything which brings it _____
- j Is the pain _____
- k Have you _____

- 3 Work in pairs. Match these words to a question in 2.

- 1 f duration
- 2 _____ onset
- 3 _____ severity
- 4 _____ trigger
- 5 _____ radiation
- 6 _____ and _____ character
- 7 _____ exacerbation / alleviation
- 8 _____ site
- 9 _____ previous episode
- 10 _____ constancy

- 4 Work in pairs. Each choose a pain and ask each other questions to identify the pain.

Listening 2

Presenting complaints

- 1 Work in pairs. What do you think each patient in pictures a–h might be complaining of?



- 2 Listen. Match each picture in 1 with a conversation.

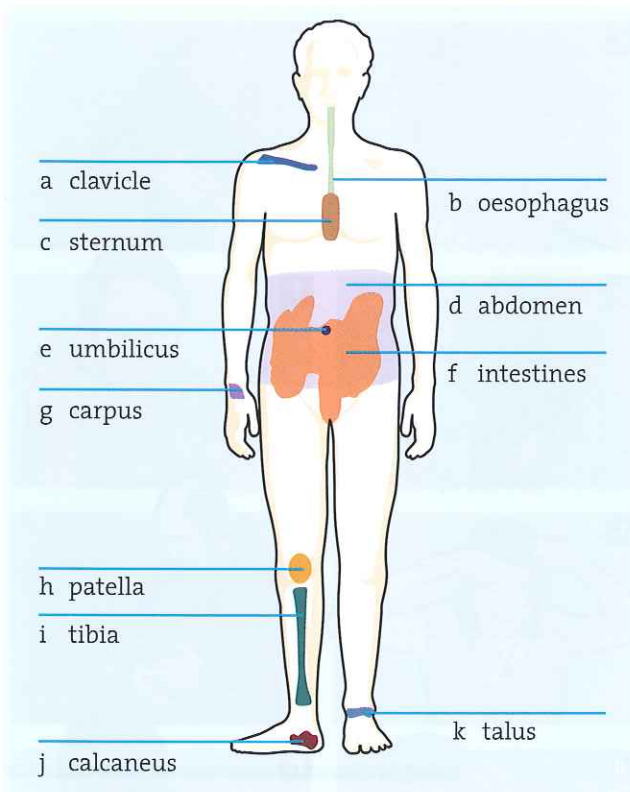
- | | | | |
|---------|---------|---------|---------|
| 1 _____ | 3 _____ | 5 _____ | 7 _____ |
| 2 _____ | 4 _____ | 6 _____ | 8 _____ |

- 3 Listen again. What three questions are used by the doctor to ask about the presenting complaint (PC)?

- 1 What's _____?
- 2 Can you tell me what _____?
- 3 What can _____?

- 4 What other questions can you use to ask about the PC?

- 5 Listen to five people stating where they are having a problem. Which part of the body are they referring to?
- 6 With a partner, think of non-technical terms for body parts a–k.



Pronunciation

Medical terms: word stress

- 1 Work in pairs. Write words from a–k above that match each of these stress patterns.
- 1 ● ● _____ , _____ , _____
- 2 ● ● ● _____ , _____ , _____
- 3 ● ● ● _____ , _____ , _____
- 4 ● ● ● ● _____ , _____ , _____
- 2 Listen and check your answers.

- 3 Cover the stress patterns in 1. Take turns saying a word to your partner, who will then identify a stress pattern 1–4.
- 4 Try not to look at 1 and 2. Work in pairs. Take turns reading the sentences below by adding the correct words that match the stress pattern.
- a Mrs Evans can't walk properly.
She's got a pain in her ● ● ● ●.
- b He's very tender here on the right side of the ● ● ● near his kidneys.
- c Ahmed's ● ● ● ● feels as if it's on fire when he swallows.
- d He damaged his ● ● ● when he fell on the pavement.
- e James has got a crushing pain around the ● ● , but nothing in his arms or legs.
- f I think there is a fracture in the ● ● in the right hand.
- g The pain radiates from around the ● ● ● ● to the back.
- 5 Work in small groups. Take turns describing a patient you have treated with a problem related to the parts of the body a–k and then answer questions from the group members.

What ...

... investigations did you carry out?

... was the treatment?

... was the prognosis?

Vocabulary

Describing pain

- 1 Work in pairs. Which descriptions 1–10 do you associate with the conditions a–j? In some cases, there may be more than one answer.
- | | |
|------------------------------------|-----------------------------|
| 1 piercing / boring | a sciatica |
| 2 extremely severe / intense | b ureteric colic |
| 3 aching | c acute pancreatitis |
| 4 scalding / burning | d appendicitis |
| 5 like a tight band around my head | e degenerative arthritis |
| 6 dull / persistent / vague | f cluster headache |
| 7 excruciating / thunderclap | g cystitis |
| 8 shooting | h tension headache |
| 9 spasmodic | i sub-arachnoid haemorrhage |
| 10 crushing / gripping | j angina pectoris |