

L'anglais de 1 à 99 ans



Savoir être en anglais

TAKING CARE OF AN ENGLISH SPEAKING PATIENT

Le Havre 27/4/16



Cultural differences !

- **Payment:**
 - Consultation
 - Treatment
- **Politeness & use of the imperative**
- **Types of treatment**
 - Automedication
 - Suppositories !
- **Undressing (pudeur !!!)**



Before the consultation

Making an appointment

Take care with dates (eg thirteen (13) and thirty (30)

Times... 12 hour clock.... **How would you say 20h30 ?**

Insurance papers

European insurance card

Personal details

Name - first name & family name (surname)

Which country do you come from?

Date of birth (eg. **02/07/1965**)

Phone number (eg. **02 35 45 09 01**)



The Medical consultation

- Hello, please take a seat.
 - Have you got health insurance or French social security cover? Can you show me the documents please?
 - The cost of the consultation will be....
 - How can I help you? / What can I do for you today? / Tell me, how I can help you.
-
- **Where?**
 - Does it hurt?
 - **When?**
 - When did this start?
 - **How?**
 - How would you describe the pain?
 - Have you taken any medicine for this problem? When & how many.



Medical history

Illnesses

- Do you have any illnesses?
- Do you suffer from kidney problems/ high or low blood pressure/ diabetes?

Medecines/ treatments

- What treatments do you take regularly?
- Do you suffer from any allergies to medecine?

General

- Do you smoke? How many?
- Do you drink alcohol regularly? How much?
- Do you take drugs? (cannabis, cocaine, heroine, methadone/ subutex..)
- When was your last period ?



Medical examination

I am going to examine you now.

- **Can you please get undressed:**
 - To the waist (*you can keep your underclothes on*)
 - Below the waist
 - Completely
- Please get on the examination table-
- please lie down on your back/ stomach, sit,



Medical examination 2

General questions & instructions.

- Show me where it hurts.
- turn your head to me
- bend your knees,
- stick out your tongue,
- say « aaaargh »,
- I am going to :
- take your temperature/ blood pressure/ pulse..listen to your heart/ lungs....
- Please breathe out deeply through your mouth/ please cough
- I am going to take a look at your: Mouth,ears, throat, chest,
- I am going to do a gynecological examination/ examine your testicles...
- I am going to weigh & measure you.
- Please get dressed & come and sit down.



Additional tests required

I need to refer you for more tests :

- An x ray / scanner/ MRI scanner/ ultrasound scan
- A blood test (*you must not eat or drink after midnight before this*)
- A urine test
- Are you allergic to iodine/ latex..?
- You must go to: the hospital/ a laboratory/ to see a specialist...



Diagnosis & treatment

You are suffering from.....

- Don't worry, this is not serious
- No further tests are required.
- I am going to give you a prescription for.....
- You must take this treatment for ... days, ... times per day,
- In the morning/ at lunchtime/ in the evening/ at night
- Before/ during or after meals.
- If you are not feeling better after .. days, you should:
 - make another appointment with me
 - see your family doctor/ G.P.
 - go to emergency services at the hospital.



Describing pain

flickering	quivering	beating	jumping	flashing
pricking	boring	drilling	cutting	lacerating
mild	aching	constant	deep	superficial
intense	dull	tugging	wrenching	pins & needles
scalding	tingling	smarting	stinging	hurting
heavy	taut	rasping	splitting	tiring
exhausting	sickening	suffocating	fearful	frightful
terrifying	punishing	grueling	cruel	vicious
killing	wretched	binding	annoying	troublesome
miserable	intense	unbearable	spreading	penetrating
piercing	tight	numb	drawing	squeezing
tearing	cool	cold	freezing	nagging
nauseating	agonizing	dreadful	torturing	trigger points
electrical	lightening	bolts	pressing	excruciating
pounding	cramping	tight	crushing	piercing
knot-like	pinching	pulling	shooting	stretching
tender	gnawing	swollen	stinging	distressing
horrible	burning	stabbing	searing	lancinating
radiating	pulsing	throbbing	prickly	itchy
waves	sore	sharp	hot	intermittent

- Ache
 - Headache, stomach ache, tooth ache, back ache, ear ache
- Intense/ strong, severe
- Stabbing / sharp
- Splitting (headache)
- Throbbing
- Tender/ sore
- Cramping pain
- Pins & needles



Practice makes perfect !

Practical case studies

Your patient is suffering from :

- Tonsillitis



An apple a day keeps
the doctor away !



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