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Unit One

Reception

Section One Background Information

Hospital receptionists check in patients and make sure that they have everything they need.

Receptionists must be friendly, helpful, professional and courteous.

Hospital receptionists work in hospitals and help patients, answer phones, assist patients, handle mail, file records and make sure medical offices are running smoothly. Receptionists are also responsible for giving patients information on what is happening in the clinic and checking them in for appointments.

Hospital receptionists are required to have excellent customer and interpersonal skills. It is critical for receptionists to be professional, helpful and courteous at all times. Hospital receptionists need to be able to listen carefully and relay accurate information. Having technical and phone skills is also a must.

(114 words)

Section Two

Text A

To Fill Out Forms

(R = Receptionist; P = Patient)

R: Is this your first visit?

P: Yes, it is. I made an appointment on the phone yesterday.

R: OK, let me check. (Check the information.) Well, Wednesday between 1:00 p.m. and 5:00 p.m. Are you Ms. Smith?



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P: Yes.

R: Then you will need to fill out this form. Can you read Chinese?

P: Not really. Can you help me?

R: Certainly. Put your last name here, and your first name here.

(Patient writes name on the form.)

R: Is this your family name?

P: That's right. Now what goes here? (Points to space for address on the form.)

R: Your address goes here and your telephone number goes here.

P: What does this say? (Pointing to the form.)

R: That says "age".

P: What should I put here?

R: Put your birthday there — year, month and day.

P: That was easy. Thank you.

R: You're welcome. Now, may I see your health card?

P: Here you are.

R: Thank you. Now, you can have a seat over there, and I will call you in just a few minutes.

(181words)



Words and Expressions

information /,ɪnfə'meɪʃən/ *n.* 信息

fill out 填写

health card 健康卡

Exercises

I. Complete the dialogue and do role play with your partner.

(R = Receptionist; P = Patient)

1) R: Good morning.

P: _____ (早上好).

R: _____ wrong with you (你哪里不舒服)?

P: _____ (描述身体状况).

R: You'd better go to the _____ (挂号).

P: Thank you. How can I get there?

R: _____.

2) R: Do you want to see a doctor?

P: Yes, where should I register?

R: _____ (描述路线).

P: Thank you.

R: You're welcome.

II. Suppose you are a patient make an appointment on the phone with your partner, the hospital receptionist.

Text B

Giving Medical Receptionists Their Due

By Pauline W. Chen, M.D.

① Not long ago, the receptionist on the hospital floor where I work took a vacation. Calm and with a wisecracking wit that she attributes to her New Jersey roots, she had worked at the hospital for years and knew better than anyone how to make things happen in the system.



② What doctors and nurses missed most when she was gone, though, was her ability to soothe emotional family members, intuit medical emergencies on the phone and cut off rude doctors — then tirelessly repeat that good work dozens of times over the course of a day.

③ When she got back from her leave, I told her how much all of us had missed her. “There are some doctors and nurses who don’t think much of what people like me do,” she laughed. “But we are the first ones to see and take care of everything.”

④ While much has been written about the role of doctors, nurses and other clinicians in the care of patients and their families, little attention has been paid to those individuals who make up the very front lines of health care. In almost every clinical practice, office receptionists and the professionals who do comparable work in hospitals, the ward clerks and unit secretaries, are the first people patients see. But serious research on their interactions with patients has been sparse at best.

⑤ Now the journal *Social Science and Medicine* has published a new study on the work of



this group of professionals. Despite the stereotype that many receptionists bear as mere “gatekeepers”, the study found that their responsibilities extend far beyond administrative duties. Ward clerks and office receptionists are a vital part of patient care.

- ⑥ Over the course of three years, Jenna Ward, lead author of the study and a lecturer in organization studies at the York Management School of the University of York in England, embedded herself in general practice offices and observed and interviewed nearly 30 office receptionists. She found that in addition to their administrative work, receptionists had to deal directly with as many as 70 people during a single day. Their emotionally challenging work ranged from confirming a prescription with an angry patient, to congratulating a new mother, to consoling a man whose wife had just died, to helping a mentally ill patient to make an appointment.
- ⑦ The demands changed from minute to minute and were often unpredictable. But one thing was certain: A significant portion of their work involved managing the emotions and care of patients and families.
- ⑧ “Receptionists are a key part of the relationship between patients and doctors,” Dr. Ward said. “We should be thinking of the relationship not as a two-way one between doctor and patient or nurse and patient, but as a three-way relationship among clinician, patient and receptionist.”
- ⑨ Dr. Ward observed that the most experienced and successful receptionists could rapidly change emotions to meet the patient’s needs. For example, seconds after one of the receptionists confided to another how sad she was about the accidental death of a young patient, the office telephone rang. The receptionist immediately collected herself, then answered the phone in a warm and cheery way. During a mix-up over appointment times, another receptionist responded calmly to an elderly patient, helping to defuse the situation.
- ⑩ “It’s not that the receptionists don’t feel anything; it’s just that they may be mirroring the kind of ‘objective’ behavior that doctors are taught in order to protect themselves,” Dr. Ward said.
- ⑪ But this detachment can also backfire. In an effort to protect doctors from being inundated with patients’ visits and requests, many of the receptionists relied on emotional distancing to deal with upset patients, a strategy that sometimes only angered patients further. “In a lot of people’s minds, the receptionist is barring access to primary care,” Dr. Ward said. “But the receptionists see themselves in the very difficult position of having to deal with all the emotions of the patients while remaining responsible for the practice and protecting their practitioners.”

- ⑫ Dr. Ward believes that with more recognition and support for the emotional work receptionists do, such misunderstandings and antagonistic interactions could be avoided. Practices, for example, could make more explicit the fact that any requests to see a clinician would be fulfilled within 72 hours rather than 24. Moreover, those who become receptionists could receive training on handling not only the administrative but also the emotional aspects of their work.
- ⑬ “Right now, when you employ people as receptionists, it’s kind of a Russian roulette as to how much emphasis they place on the emotional work,” Dr. Ward said. “If it were more integrated into the culture — health care as being doctors, nurses and administrative staff — we might encourage people to perform these emotional tasks well.”
- ⑭ “Patient care is a holistic social process,” Dr. Ward added. “And those on the front line can be a crucial part of that holistic treatment.”

(813words)

Words and Expressions

wisecrack /'waɪzkræk/ *v.* 说俏皮话, 俏皮地说

attribute /ə'trɪbjʊt, 'ætrɪbjʊt/ *vt.* (~ to) 把……归因于

soothe /su:ð/ *vt.* 安慰; 缓和; 使平静;

emotional /ɪ'məʊʃənəl/ *adj.* 感情的, 情绪的

intuit /ɪn'tju:ɪt/ *v.* 由直觉知道

emergency /ɪ'mə:dʒənsɪ/ *n.* 紧急情况, 突然事件, 非常时刻

clinician /klɪ'nɪʃən/ *n.* 临床医生

individual /,ɪndɪ'vɪdʒuəl, -dʒəl/ *adj.* 个人的, 单独的

comparable /'kɒmpərəbl/ *adj.* 可比较的; 比得上的

ward /wɔ:d/ *n.* 病房, 病室

interaction /,ɪntər'ækʃən/ *n.* 与……相互作用

sparse /spɑ:s/ *adj.* 稀疏的; 稀少的

stereotype /'sterɪətaɪp, 'stiə-/ *n.* 陈规旧习

extend /ɪk'stend/ *v.* 延长, 延伸

administrative /əd'mɪnɪstrətɪv/ *adj.* 管理的, 行政的

vital /'vaɪtəl/ *adj.* 至关重要的; 生死攸关的; 有活力的(比较级 more vital, 最高级 most vital)

embed /ɪ m'bed/ *vt.* 围绕; 紧紧围住(过去式 embedded, 过去分词 embedded, 现在分词 embedding)

range /reɪndʒ/ *n.* (~from) 范围

confirm /kən'fə:m/ *vt.* 证实, 肯定; 确认



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prescription /prɪs'krɪpʃən/ *n.* 〈医〉药方, 处方; 处方药

console /kən'səʊl/ *vt.* 安慰, 慰问

unpredictable /ˌʌnpɪrɪ'dɪktəbl/ *adj.* 无法预言的, 不可预测的

portion /'pɔːʃən, 'pəʊ-/ *n.* 一部分, 一份

involve /ɪn'vɒlv/ *vt.* 包含, 涉及

rapid /'ræpɪd/ *adj.* 快的, 迅速的

confide /kən'faɪd/ *vt.* 吐露(秘密、心事等)

accidental /ˌæksɪ'dentəl/ *adj.* 意外的; 偶然的

mix-up *n.* 混乱, 混战

defuse /di:'fjuːz/ *vt.* 平息, 缓和

mirror /'mɪrə/ *vt.* 反映, 反射

detachment /dɪ'tætʃmənt/ *n.* 超然

backfire /'bæk,faɪə/ *vi.* 适得其反, 事与愿违的结果

inundate /'ɪnʌndeɪt, ɪn'ʌn-/ *v.* 给予或交予(太多事物)使难以应付

strategy /'strætɪdʒi/ *n.* 战略, 策略

bar /bɑː/ *vt.* 阻碍, 封锁

practitioner /præk'tɪʃənə/ *n.* 从业者(尤指医师)

antagonistic /æn,tæɡə'nɪstɪk, -kəl/ *adj.* 敌对的, 对抗性的

explicit /ɪk'splɪsɪt/ *adj.* 明确的, 清楚的

aspect /'æspekt/ *n.* 方面; 样子, 外表

Russian roulette *n.* 俄罗斯轮盘赌

integrate /'ɪntɪɡreɪt, 'ɪntɪɡrɪt, -greɪt/ *vi.* 成为一体, 结合在一起

holistic /həʊ'lɪstɪk/ *adj.* 全盘的, 整体性的

crucial /'kruːʃəl/ *adj.* 关键性的, 极其显要的

Exercises

I. Give a brief answer to each of the following questions according to the text.

1. What doctors and nurses missed most when the nurse was taking her vocation?
2. Who are the first people patients see when they come to hospitals?
3. Why are ward clerks and office receptionists a vital part of patient care?
4. How many people did receptionists have to deal directly with during a single day?
5. Why should we think of the relationship as a three-way relationship? What is the “three-way” relationship like?

6. How should a receptionist change her/ his emotion rapidly?
 7. According to Dr. Ward, how should we help those emotional work receptionists?

II . Fill in the blanks with the words given below. Change the form where necessary.

attributes to	individual	comparable	extend	confirm
involve	aspect	emotional	sparse	predict

- Other kinds of therapy _____ movement, dance, art, music or play.
- Jim _____ his success to hard work.
- Results of the two groups of sufferer data are _____ .
- What _____ of her character first recommended her to you?
- She lacks _____ stability.
- Chemotherapy drugs, radiation and other treatments can _____ a patient's life.
- There must be both _____ effort and mutual help.
- The trees are _____ but graceful as the winter is coming.
- This device can help pregnant women _____ their baby's gender.
- You need to _____ your reservation in person before January.

III . Grammar and structure.

- The place _____ interested me most was the Children's Palace.
 A. which B. where C. what D. in which
- Do you know the man _____ ?
 A. whom I spoke B. to who spoke C. I spoke to D. that I spoke
- This is the hotel _____ last month.
 A. which they stayed B. at that they stayed
 C. where they stayed at D. where they stayed
- Do you know the year _____ the Chinese Communist Party was founded?
 A. which B. that C. when D. on which
- That is the day _____ I'll never forget.
 A. which B. on which C. in which D. when
- The factory _____ we'll visit next week is not far from here.
 A. where B. to which C. which D. in which
- Great changes have taken place since then in the factory _____ we are working.
 A. where B. that C. which D. there
- This is one of the best films _____ .
 A. that have been shown this year B. that have shown



- C. that has been shown this year D. that you talked
9. Can you lend me the book _____ the other day?
- A. about which you talked B. which you talked
- C. about that you talked D. that you talked
10. The pen _____ he is writing is mine.
- A. with which B. in which C. on which D. by which

IV. Cloze.

One day, Mr. Miller, the 1 of a grocery shop, has a bad 2 in his belly. He comes to the hospital and the registering nurse sends him to the emergency room immediately. Anne, the nurse of the emergency room asks him some 3 for the case record. After 4 his temperature the nurse gives him 5 of the belly and thinks that Mr. Miller had got appendicitis. She 6 this to the doctor on duty and after having some tests 7 the doctor decides to 8 on Mr. Miller at ten o'clock. The doctor 9 Anne to give Mr. Miller an 10 to release the pain first and then asks her to 11 the operation nurses and the anesthetist to get 12 as soon as they can. All the members of the healthcare 13 cooperate and 14 everything well smoothly. Seeing that, Mr. Miller feels 15 and is ready to be sent to the operating room.

- | | | | |
|------------------------|---------------|-------------------|-----------------|
| () 1. A. man | B. owner | C. person | D. sell |
| () 2. A. feeling | B. painful | C. pains | D. pain |
| () 3. A. questions | B. problems | C. money | D. things |
| () 4. A. getting | B. making | C. taking | D. having |
| () 5. A. test | B. tests | C. an examination | D. examinations |
| () 6. A. reports | B. reported | C. reporting | D. reported |
| () 7. A. to do | B. to be done | C. doing | D. done |
| () 8. A. operate | B. surgery | C. test | D. examine |
| () 9. A. inquiry | B. question | C. inform | D. asks |
| () 10. A. pain-killer | B. ointment | C. injection | D. prescription |
| () 11. A. observe | B. watch | C. notice | D. stare |
| () 12. A. back | B. ready | C. on | D. up |
| () 13. A. staff | B. team | C. aircrew | D. faculty |
| () 14. A. arrange | B. appoint | C. approve | D. approach |
| () 15. A. to relax | B. relaxation | C. relaxed | D. relaxing |

V. Please translate the following sentences into English.

1. 在完成预约后,你最好传真一张医院的地图给病人。

2. 对不起,请问外科病房怎么走?
3. 接诊台护士应该具有良好的沟通能力。
4. 如果必要的话,接诊台护士应该将病人护送至医生处。
5. 在大型的医院,如果你要让病人从一个地方去到另一个地方,最好画张地图给他。

Section Three Extended Reading

If you are looking for the right format for your Hospital Receptionist resume, here is one you can take for reference to apply for Hospital Receptionist jobs.

Helen Nelson
4182 Vernon Street
Ontario, CA 91761
(333)-662-9148
h.nelson@emailaddress.com

Job Objective: Experienced Hospital Receptionist seeking a position with a strong company in which to further advance my skills in this industry while contributing to the success of organization.

Summary of Qualifications:

Remarkable experience of working as a receptionist in a health care environment
Outstanding knowledge of medical terminology
Sound knowledge of the switchboard and phone lines
Ability to understand all oral and written instructions
Ability to check patients out, collect money and reschedule follow-up appointments
Ability to maintain relations with the physicians, public and the administrative staff
Ability to respond quickly to emergency requests
Excellent communication skills

Work Experience:

Hospital Receptionist, August 2005 — Present
New Milford Hospital, Ontario, CA

Greeted all visitors and patients on the phone with courtesy.
Maintained a record of all the couriers and documents both incoming and outgoing.



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Ensured that all enquiries made by the patients are answered.

Administered the payments made by the patients and issued receipts for the same.

Prepared all reports for the patients on computers as well as manually.

Hospital Receptionist, May 2000 — July 2005

St Helena Hospital, Ontario, CA

Assisted the patients in emergency and outpatient services of the clinic.

Maintained a record of all personal and medical information of a patient coming to the clinic.

Ensured that the front desk operations the clinics are working efficiently.

Supported both the clerical and administrative department of the clinic.

Handled all communication with patients to maintain optimal customer services for the patients.

Coordinated with the safety officer, nursing and social work department to maintain all the visitation restrictions and regulations.

Education:

Bachelor's Degree in Hospital Administration, Southern Connecticut State University, New Haven, CT

(312 words)

Unit Two

Common Symptoms

Section One Background Information

One of the first things you need to know when working in hospitals is the parts of the body. You will need to learn the names of the internal (inside the skin) and external body parts. You will also need to learn the words for the functions of each of these body parts. Here are the basics to get you started.

Head

Inside the head is the brain, which is responsible for thinking. The top of a person's scalp is covered with hair. Beneath the hairline at the front of the face is the forehead. Underneath the forehead are the eyes for seeing, the nose for smelling, and the mouth for eating. On the outside of the mouth are the lips, and on the inside of the mouth are the teeth for biting and the tongue for tasting. Food is swallowed down the throat. At the sides of the face are the cheeks and at the sides of the head are the ears for hearing. At the bottom of a person's face is the chin. The jaw is located on the inside of the cheeks and chin. The neck is what attaches the head to the upper body.

Upper Body

At the top and front of the upper body, just below the neck is the collar bone. On the front side of the upper body is the chest, which in women includes the breasts. Babies suck on the nipples of their mother's breasts. Beneath the ribcage are the stomach and the waist. The navel, more commonly referred to as the belly button, is located here as well. On the inside of the upper body are the heart for pumping blood and the lungs for breathing. The rear side of the upper body is called the back, inside which the spine connects the upper body to the lower body.

Upper Limbs (arms)

The arms are attached to the shoulders. Beneath this area is called the armpit or underarm.



The upper arms have the muscles known as triceps and biceps. The joint halfway down the arm is called the elbow. Between the elbow and the next joint, the wrist, is the forearm. Below the wrist is the hand with four fingers and one thumb. Beside the thumb is the index finger. Beside the index finger is the middle finger, followed by the ring finger and the little finger. At the ends of the fingers are fingernails.

Lower Body

Below the waist, on left and right, are the hips. Between the hips are the reproductive organs, the penis (male) or the vagina (female). At the back of the lower body are the buttocks for sitting on. They are also commonly referred to as the rear end or the bum (especially with children). The internal organs in the lower body include the intestines for digesting food, the bladder for holding liquid waste, as well as the liver and the kidneys. This area also contains the woman's uterus, which holds a baby when a woman is pregnant.

Lower Limbs (legs)

The top of the leg is called the thigh, and the joint in the middle of the leg is the knee. The front of the lower leg is the shin and the back of the lower leg is the calf. The ankle connects the foot to the leg. Each foot has five toes. The smallest toe is often called the little toe while the large one is called the big toe. At the ends of the toes are toenails.

(584 words)

Section Two

Text A

Stomachache

(P = Patient; N = Nurse)

P: Good afternoon, Miss Joy.

N: Good afternoon. What is your problem?

P: I have a stomachache.

N: What do you feel?

P: I have a strong pain and heartburn.

N: How long have you had this pain and acidity?

P: For two months now. It does not go away! I eat and after every meal my stomach hurts. Even at night the pain persists.

N: Tell me, in the last two months, have you eaten any kind of heavy food, or something



different?

P: No.

N: How strong is the pain? How would you describe the intensity of the pain?

P: I cannot bear it most time.

N: Is the pain continuous or does it come and go?

P: It comes and goes.

N: Does the pain come after meals?

P: That's possible because it hurts every time after eating.

N: Is there a kind of food that affects you more?

P: Greasy food.

N: Greasy food affects you?

P: Yes. At home we eat a lot of greasy food.

N: Where in the abdomen does it hurt? Point please! Does the pain travel to your chest, shoulder, back or across your abdomen?

P: It hurts in the middle. Sometimes, the pain travels across my abdomen.

N: Besides the pain, you said you have heartburn?

P: Yes, after a burp, I feel a kind of taste.

N: Do you feel like this more during the day or in the evenings?

P: Both. I feel the acidity during the day and at night.

N: Is it worse when lying down?

P: Yes, I taste the acid in my mouth.

N: Besides greasy food, is there any other kind of food that irritates your stomach? Like spicy food?

P: No, at home we don't eat spicy food.

N: And tell me, how often do you regularly have a bowel movement? Has that changed since you have been having these problems?

P: It is regular. It hasn't changed since the problem.

N: Have you noticed any change in the consistency of the bowel movement?

P: Yes. It is a bit softer.

N: Have you noticed any change in color?

P: Yes, it is greener.

N: Greener, not darker? Any blood in your bowel movement or black coloring to bowel movement?

P: No, not darker. I do not see any blood in my bowel movement, either.



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Begin examination of the patient

N: OK. What we can do first is check your abdomen to see where the pain comes from. You said the pain comes from the middle-part of your abdomen?

P: Correct.

N: And does the pain move somewhere else, or does it stay there?

P: It usually stays there.

N: But with the pain, do you always feel acidity?

P: Correct.

N: Do you have nausea or vomiting?

P: No, not now.

N: Tell me, what did you eat today?

P: I ate meat with tomato sauce.

N: Do tomatoes give you any trouble?

P: No, I have always eaten tomato sauce.

N: What about orange juice, does it affect your stomach?

P: Sometimes.

N: What do you feel?

P: It gives me a strange metallic taste.

N: But it does not give you any acidity?

P: No, it doesn't.

N: And what do you do when you have stomachaches?

P: Sometimes I take Alkaselzer. It helps a bit.

N: Yes, it helps. Do you take any Tums, Mylanta, Maalox?

P: No.

N: Are you taking or have you been taking now or before this problem any medication on a consistent basis, like aspirin, Advil, Motrin, etc.

P: No, usually Tylenol.

N: And if you take aspirin, or any other kind of anti-inflammatory medicine, do you think it could affect your stomach?

P: No, I can't really tell you.

N: OK. As I was telling you before, I will escort you to Doctor Johnson and he is going to examine you. He will show you what to do. Any other questions?

P: No doctor, thank you.

(669 words)

Words and Expressions

stomachache /'stʌməkəɪk/ *n.* 腹痛, 肚子痛; 胃痛

heartburn /'hɑ:tbeɪn/ *n.* [内科] 胃灼热

acidity /ə'sɪdətɪ/ *n.* 〈医〉胃酸过多

go away *vi.* (症状) 消失

heavy food 油腻而难消化的食物

or something 〈口〉或诸如此类的事物

describe /dɪ'skraɪb/ *vt.* 描写, 记述, 形容

intensity /ɪn'tensətɪ/ *n.* 强烈, 剧烈; 强度

affect /ə'fekt, 'æfekt/ *vt.* 影响

greasy /'ɡri:zɪ/ *adj.* 油腻的, 含脂肪多的

abdomen /æb'dəʊmen, 'æbdəmen/ *n.* 腹部, 下腹

burp /bɜ:p/ *n.* 打嗝, 饱嗝

sour /'sauə/ *adj.* 酸的

irritate /'ɪrɪteɪt/ *vt.* 刺激; 使感到不适; 使疼痛, 使发炎

spicy /'spaɪsɪ/ *adj.* 辛辣的; 有刺激性的

regular /'regjʊlə/ *adj.* 有规律的, 有规则的

bowel /'bauəl/ *n.* 肠

consistency /kən'sɪstənsɪ/ *n.* 密度

nausea /'nɔ:ziə, -sɪə, -fə, -ʒə/ *n.* 作呕, 恶心, 反胃

vomit /'vɒmɪt/ *vt. & vi.* 呕吐; 大量喷出

sauce /sɔ:s/ *n.* 调味汁; 酱汁; 〈俚〉烈酒

metallic /mɪ'tælɪk, me-/ *adj.* 金属的; 金属性的; 金属制的; 含金属的

aspirin /'æspərɪn/ *n.* 阿司匹林; 阿司匹林药片

anti-inflammatory /,æntɪnflə'meɪtəri/ *adj. & n.* 抗炎的(药)

Exercises

I. Complete the dialogue and do role play with your partner.

(N = Nurse; P = Patient)

1) N: Hello, my name is Nurse Mary. What's your problem?

P: I want to see a doctor, please. I don't _____ (感觉不是很好).

N: What are your _____ (症状)?

P: I have a temperature, I feel _____ (发热) and I just feel unwell.

N: You need to see doctor. You will have to _____ (挂号) first. I will help you and then I will



____ (指引) you to the Outpatient's Department.

P: _____ (谢谢).

2) N: You're looking quite pale. What's wrong with you?

P: _____ (描述症状).

N: What do you feel?

P: I feel a slight ache on the right side of my abdomen.

N: Do you have a regular _____ (排便)?

P: Yes, it is regular.

N: What do you mean by regular? _____ a day (一天几次)?

P: _____ (描述次数).

N: Have you noticed any change in color?

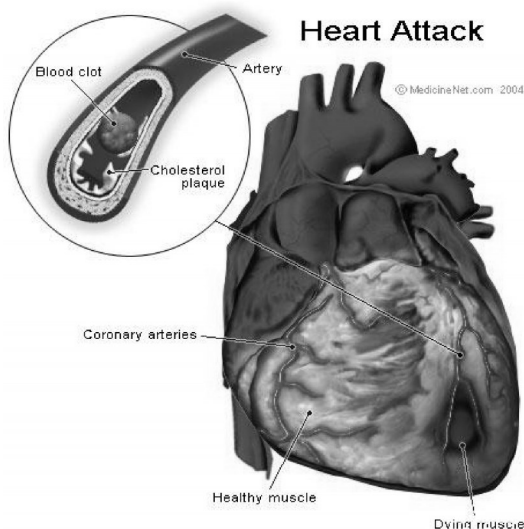
P: I'm not sure what color they are, but _____ (应该没有什么问题).

II. Situational dialogues.

Suppose you are a nurse and try to help your patients to check their symptoms.

Text B

The Silent Symptom of a Heart Attack



- ① It was late February 2004, a day that would forever change my life. Early that morning, my husband woke me to inform me that he was sick and didn't know what was wrong. He stated that he was hurting in his back and thought that he may have pulled a muscle. He was in a lot of pain and was unable to lie down. When I finally got him to settle down enough, I

asked whether he was having a heart attack and he said no but that he was hurting in his back all the way up to his shoulder blades. My husband had three previous heart attacks and none of them ever began in this manner. They were always the normal symptoms you hear about., the stinging in the arms and tightness in the chest. We have a blood pressure monitor in our home and my husband asked me to take his blood pressure. As I put the cuff on his arm and took the reading, it seemed as if something was wrong with the monitor because it read “XXXX” all the way across.

- ② I had never done that before, so thinking that I didn't have the cuff on right, my husband decided he would do it himself. But before he could get it on, he stated that he felt really sick, like he had to vomit and so he made his way to the bathroom as I was calling 911. After vomiting, he made his way back to the bed and as he laid down he told me he couldn't feel his legs, that they were numb and cold. He asked me to massage them to try to get some feeling back into them and it was at this point that I realized my husband was dying. Because as I lifted one of his legs, it was ice cold, just like a dead body. I ran to my daughter's room and told her she needed to wake up and watch for the ambulance because daddy was very sick. My oldest daughter was 13 at that time. When I returned to the bedroom, and I probably wasn't gone two minutes, my husband had already passed. I couldn't save him and I knew when the paramedics arrived that they couldn't save him either. At the hospital, the doctors and the coroner determined he died of a massive heart attack.

(400 words)

Words and Expressions

inform /ɪn'fɔ:ɪm/ *v.* (~ of, about)通知,告诉

muscle /'mʌsl/ *n.* 肌肉

settle down 安定下来

heart attack *n.* 心力衰竭,心脏病发作

blade /bleɪd/ *n.* 肩胛骨

previous /'pri:vjəs/ *adj.* 先前的(~ to)在……之前

symptom /'sɪmptəm/ *n.* 症状

stinging /'stɪŋɪŋ/ *n.* 刺痛

tightness /'taɪtnɪs/ *n.* 坚固,紧密

pressure /'preʃə/ *n.* (身体某部位)不适;堵塞;憋闷

monitor /'mɒnɪtə/ *n.* 监测仪

cuff /kʌf/ *n.* (血压计的)橡皮囊细带



医学英语

made one's way 走, 行走, 前进

lie down 休息; 接受; 忍受; 逃避(职责)

numb /nʌm/ *adj.* 麻木的, 失去感觉的

massage /'mæsɪʒ, mə's-/ *vt.* 按摩, 推拿

ambulance /'æmbjuləns/ *n.* 救护车

paramedic /'pærə,medɪk, pærə'medɪk/ *n.* 【美】护理人员, 医务辅助人员

coroner /'kɔːrənə/ *n.* 验尸官; 法医

determine /dɪ'tɜːmɪn/ *vt.* 确定

massive /'mæsɪv/ *adj.* 巨大的

Exercises

I. Give a brief answer to each of the following questions according to the text.

1. When did the story take place?
2. Why did her husband wake up the author?
3. What did her husband feel?
4. Did her husband think he had a heart attack? Why?
5. What happened to the monitor when the author took the pressure of her husband?
6. What did the author do when her husband went to the bathroom?
7. Did the husband feel better after vomit? Why?

II. Fill in the blanks with the words given below. Change the form where necessary.

informed	settle down	previous	tightly	pressure
determine	massive	symptom	stinging	make one's way

1. He _____ me that the meeting will be held as schedule.
2. We saw the therapist four times, and the children have now _____.
3. All this happened _____ to my arrival.
4. She climbed back into bed and wrapped her arms _____ round her body.
5. Warm air is now being drawn in from another high _____ area over the North Sea.
6. It's very difficult to _____ the meaning of a word without a context.
7. A _____ dose of a drug.
8. Fever is a _____ of illness.
9. Words like hurts, _____, soreness, suicide, dizziness, crying, throw out, uncomfortable, and bloatedness were consistently used by children who rated their pain intensity as 4 or higher on the pain scale.
10. Early in the morning the hunter _____ into the woods.

III. Grammar and structure.

1. It was last year _____ you taught me how to drive.
A. when B. that C. where D. which
2. It was _____ he said _____ disappointed me.
A. that; what B. what; that
C. what; what D. that; that
3. It was in the factory _____ produced TV sets _____ our friend was murdered.
A. which; which B. that; which
C. that; that D. where; that
4. _____ find my wallet, Tom?
A. Where did you that B. Where was it you
C. Where have you D. Where was it that you
5. It was not until 1920 _____ regular radio broadcast began.
A. while B. which C. that D. since
6. It is the ability to do the job _____ matters, not where you come from or what you are.
A. one B. it C. what D. that
7. It is these poisonous products _____ can cause the symptoms of the flu, such as headache and aching muscles.
A. who B. that C. how D. what
8. I feel it is your husband who _____ for the spoiled child.
A. is to blame B. is going to blame
C. is to be blamed D. should blame
9. It was for this reason _____ her uncle moved out of New York and settled down in a small village.
A. which B. why C. that D. how
10. —Where was it _____ the road accident happened yesterday?
—In front of the market.
A. when B. that C. which D. how

IV. Cloze.

The Centers for Disease Control and Prevention has confirmed 1 of swine flu in eight students at a New York preparatory school, Mayor Michael Bloomberg said on Sunday. The students have had only 2 symptoms and none have been hospitalized, he said. Some of the students have already recovered.

More than 100 students were absent from 3 due to flu-like symptoms last week.



New York health officials tested samples for eight students on Saturday and determined the students were probably 4 from swine flu, and the CDC confirmed the 5 on Sunday, Bloomberg said.

The announcement brings the 6 of confirmed swine flu cases in the United States to 20. Bloomberg and New York Health Commissioner Tom Frieden said there is no 7 of a citywide outbreak of the flu, and no sign of a potential 8 of swine flu at other schools.

Some students at the school 9 spring break in Mexico, Bloomberg said, but authorities have not determined 10 any of the students with a confirmed case of swine flu was in Mexico. Someone who traveled to Mexico may not have had any flu symptoms but 11 on the flu to someone else, he noted.

Frieden called 12 students who are home sick to stay home for 48 hours after their symptoms subside.

If symptoms are normal for a regular kind of flu, there is 13 need to go to a hospital, said Bloomberg. If symptoms become severe, as with any 14, people should go to the hospital, he said.

St. Francis, which has 2,700 students, announced it will remain closed for two days. 15 whether the students' illnesses have been minor because they're young and healthy or because it is a minor strain of the virus, Frieden responded, "We don't know."

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|---------------------|--------------|-------------|--------------|
| () 1. A. cases | B. bases | C. doses | D. noses |
| () 2. A. common | B. physical | C. mild | D. wild |
| () 3. A. work | B. home | C. school | D. hospital |
| () 4. A. escaping | B. surviving | C. dying | D. suffering |
| () 5. A. treatment | B. diagnosis | C. doubt | D. choice |
| () 6. A. point | B. number | C. spread | D. value |
| () 7. A. chance | B. need | C. hope | D. sign |
| () 8. A. welcome | B. outbreak | C. success | D. injury |
| () 9. A. spent | B. made | C. took | D. traveled |
| () 10. A. why | B. how | C. when | D. whether |
| () 11. A. passed | B. kept | C. rolled | D. swept |
| () 12. A. at | B. up | C. on | D. of |
| () 13. A. no | B. much | C. any | D. a |
| () 14. A. person | B. matter | C. thing | D. illness |
| () 15. A. Asked | B. Tested | C. Troubled | D. Doubted |