Unit 3

HOSPITAL ADMISSIONS

1ST Stage

faculty of nursing.

*Complete the sentences with the words below.*

a triage nurse, treatment, an initial assessment ,a priority, life-threatening ,waiting room, registration, cubicle.

* Take a seat in the **waiting room**.
* The first nurse you meet will be a specialist called **a triage nurse**.
* This nurse will make **an initial assessment** of your problem.
* This helps decide who is **a priority**.
* A patient with a **life-threatening** condition will see a doctor immediately.
* A nurse will get personal details from you and fill in a hospital **registration** form.
* When there is a free **cubicle**, a doctor will see you.
* The doctor will decide on the **treatment**.

2 you ever been admitted to hospital?

Do you have any stories of unusual hospital admissions? Describe exactly what happened.

What are the main responsibilities of a hospital receptionist?

**Carmen Doman**

I'm a hospital receptionist. If you need to find somebody, or if you need to know anything about the hospital- ask me. If you want new paper towels, or you need to speak to a surgeon-ask me. I often meet people when they are frightened, angry, or drunk, so it's important to be diplomatic and strong. I often need to reassure people, so it's important to be calm. My normal work is to ~~great~~ greet and assist patients when they arrive, make appointments for patients, record patients' information, and organize and file patient records. I also keep the accounts. You need to be very organized to do this job. Of course, I have to operate a computer, a fax machine, and other office equipments, but I also have to know first aid, and understand medical terminology and abbreviations. My biggest problems are with the handwriting of medical staff. It wastes a lot of time when [don't understand reports and forms because of handwriting or abbreviations. I believe that without me and the other receptionists the whole hospital would come to a stop.

Find words and abbreviations in the patient record with their meanings.

**Bad reaction from certain medication** …..side effects. As abbreviation.

They are unwanted or harmful effects of a medication that occur even when it is used correctly. Some common side effects of medications are: Dizziness, drowsiness, or headache.

3- **A family doctor**…….. FD as abbreviation.

A doctor who specializes in primary care and preventive health care for people of all ages and conditions.

4- **closest relative ………….** It gives one of your family members the rights and responsibilities if you are detained in hospital or under a community treatment order.

**5- the amount of something you eat, drink, etc. regularly……………. Intake**

**6- date of birth………………**Date of birth is a term that refers to the day, month, and year when a person was born.

**7- past illnesses and injuries …………..**are part of your past medical history, which is a summary of your health status before your current problem1 Your past medical history can include information such as:

Chronic illnesses, such as diabetes, hypertension, or asthma.

**9- married / single/ divorced /widowed………….** This is a question about the marital status of the patient, such as married, single, divorced, or widowed**.**

**10 - not applicable(= not a question for this patient)** it means this a question is not applicable or relevant for this patient.

|  |  |
| --- | --- |
| Surname |  |
| First name |  |
| Gender |  |
| Place of birth |  |
| Occupation |  |
| Marital status |  |
| Next of kin |  |
| Contact no. |  |
| Reason for admission |  |
| Medical history |  |

Grammar section.

# Past Simple

• We use the past simple to talk about actions that were completed or true in the past.

I felt terrible when I got home last night

I slipped on ice and hurt my knee.

Last week I visited a man who was very sick.

## Complete the sentences using the verbs in brackets in the Past Simple or in the Past Continuous tenses. Decide the order of the verbs first.

1. When he **was working**, he **broke** his arm. (break, work)
2. My son **was holding** a firework ~~when~~ then it **exploded** and **burned** his hand. (explode, hold, burn)
3. I **got out** of the car. My dad **closed** the door and **broke** my fingers. (get out, break, close)
4. My mum **was getting dressed** in the bathroom. She **fell** and **hit** her head. (hit, fall, get dressed)
5. I **was listening** to music, when suddenly I **heard** a whistling in my car and I **went** ~~deaf~~ there. (hear, go, listen)
6. I **was running** in the park, and a man **chased** me and **punched** me. (punch, chase, run)

## Read the article and decide if these sentences are true(T) or false (F)

1 Nurses study doctors' handwriting at school.

2 Doctors generally write numbers more carefully than words. \_\_

3 Methimazole and Metolazone are used for different conditions. \_\_

4 Ramachandra Kolluru is a pharmacist. \_\_

5 Researchers could understand 84% of doctors' notes.

6 Many hospitals use abbreviations in order to avoid mistakes. \_\_

7 At Charing Cross hospilal, staff carry computers around. \_\_

↕↕↕

There is an old joke that doctors go to school to learn how to write badly. Nurses go to school to learn how to read doctors hand writings. There is the truth in the joke – computer analysis of the handwriting of medical staff shows that doctors' writing is a lot worse than that of nurses and administrative staff. Maybe it’s because doctors are always under pressure of time that they write very fast. The habit starts when they are medical students and gets worse time passes. Computer analysis shows that generally medical staff are carful with numbers. However, they tend to form letters of the alphabet badly. When drugs names look very similar, bad handwriting can mean patients get the wrong medicine. A young girl died when she was given Methimazole instead of of Metolazone one is for high blood pressure and the other is for thyroid problems . And in 1999, an American cardiologist. Ramachandra Kolluru, wrote a prescription so badly that the pharmacist gave a patient the wrong medicine. This time the patient did die and a court fined the doctor 225,000 US dollars.

Recently. researchers studied 50 patient progress notes. found that they could not read 16% of the words. The misunderstandings that this cases can mean that a patient is given the wrong blood or that a surgeon amputates the wrong limb. Fatal errors of course make news. But studies show that every year hundreds of thousands of mistakes are made in hospital around the world, and a lot of them are because of bad hand writing or abbreviations which nobody understands. hand writing or abbreviations which nobody understands bad handwriting also causes delays which are expensive and wasteful.

There are many technological solutions for the problem and thought , digital technology can’t improve handwriting. It can improve the situation. At London`s charing cross hospital patients wear bar codes ( the same as the supermarket) on their wrists or ankles. Staff use the bar codes along with hand- held computers to get accurate, clear and easy to read information.