

# 6. More Practice

## Making Doctor's Appointments

- Objectives** Learners will:
- Be able to understand the phrasing and vocabulary of setting appointments.
  - Make practice phone calls to a doctor's office or clinic.

- Materials Needed** Board or chart paper  
Markers  
Speakerphone  
Audio CD ("Hello, doctor's office.")  
Handouts: 6a (Listening), 6b (Dialogue), 6c (Conversation Practice), 6d (Appointment Practice), 6e (Dental Care)



### Activity 1 Dialogue: Listening

1. Hand out worksheet 6a. Play the first recorded dialogue [on CD] (two times, if needed).
2. Ask learners to check the correct answers.
3. Check as a class.
4. Repeat for the second dialogue.
5. Play the first dialogue again. Ask, "What questions did you hear?" Write the responses on the board.
6. Play the second dialogue again. Ask, "What questions did you hear?" Write the responses on the board.
7. Hand out copies of the dialogue (worksheet 6b). Ask for volunteers to read it.

### Activity 2 Dialogue Practice

1. Hand out the appointment dialogues (worksheet 6c). Read and practice the dialogues. Ask questions and check for comprehension.
2. Ask learners to practice in pairs or small groups.
3. Practice: Teacher takes receptionist part (A) and learners take turns as patients (B). Then, practice in partners or small groups.
4. Hand out worksheet 6d. Read the dialogue together. Then practice together.
5. Ask the learners to look at the dialogues on worksheets 6c and 6d. Ask, "What questions were the same? What questions were different? Why does the receptionist ask for DOB?" (*as a means of identification*). "Why does the receptionist ask 'What's the matter?'" (*triage of problems*).

### Activity 3 What should I bring to an appointment?

- Brainstorm answers. Write responses on the board and discuss reasons (e.g., health history, medicines and vitamins you are taking, I.D., insurance card, questions you have).



## **Activity 4** *Option 1:* **Calling for Information**

### **NYU Dental Care**

1. Pass out worksheet 6e, the list of Free and Low-Cost Dental and Eye Care in New York City.
2. Ask learners to find the phone number for the NYU Dental Center.
3. Read through the questions below the phone number.
4. Play the recording and ask learners to answer the questions. Listen a second and third time if necessary.
5. Check as a class.

*Alternative:* If you have a speakerphone, you could dial the number on the information sheet, and have your learners listen to the actual text.

### **Option 2:**

### **Lutheran Medical Center—Dental, and New York City Technical College Dental Center**

1. Read through the questions below each question.
2. Tell the learners you will be the receptionist. Ask for a volunteer to “call” you, and ask the questions for one of the centers.
3. As receptionist, provide them with the answers (from the teacher’s version of the worksheet.)
4. Ask another learner to “call” the second center.

[NOTE: You may want to substitute dental clinics in your own area, if you are outside New York City.]

*Variation:* If you have a speakerphone, you can have learners actually call the dental centers. Or, practice all the questions in class and assign each student one question to call for homework.

**Assessment** Hand out the quiz, “Taking Temperature / Making a Doctor’s Appointment.” After learners finish, check as a class.

**Homework** For the next session, ask learners to bring in native language-to-English dictionaries.



**Dialogue #1**

Receptionist: Hello, appointment desk  
 Vera: Hello, I want to make an appointment.  
 Receptionist: Are you a new patient?  
 Vera: Yes.  
 Receptionist: Do you have insurance?  
 Vera: No I don't.  
 Receptionist: Okay. We can talk about it on your first visit. What's your last name?  
 Vera: Flores.  
 Receptionist: F-L-O-R-E S  
 Vera: Yes  
 Receptionist: And your first name?  
 Vera: Vera.  
 Receptionist: Date of birth?  
 Vera: August 2, 1967.  
 Receptionist: How about January 12 at 3pm?  
 Vera: Okay, thank you.

Vera is

- a new patient
- not a new patient

Vera

- has insurance
- doesn't have insurance

Vera tells

- her first name
- her last name

Vera's appointment is

- August 2
- January 12

**Dialogue #2**

Receptionist: Hello, appointment desk  
 Alberto: Hello, I want to make an appointment.  
 Receptionist: What's your clinic card number?  
 Alberto: Excuse me?  
 Receptionist: Your clinic card number?  
 Alberto: I'm a new patient.  
 Receptionist: O.K. Do you have insurance?  
 Alberto: I have Medicare.  
 Receptionist: Okay, fine. What's your last name?  
 Alberto: Alvaro.  
 Receptionist: A-L-V-A-R-O?  
 Alberto: Yes  
 Receptionist: And your first name?  
 Alberto: Alberto.  
 Receptionist: Date of birth?  
 Alberto: May 7, 1972.  
 Receptionist: How about April 30th at 6pm  
 Alberto: April 13?  
 Receptionist; No, April 30<sup>th</sup>.  
 Alberto: 30<sup>th</sup>? Okay, thank you.

Alberto is

- a new patient
- not a new patient

Alberto

- has a clinic card
- doesn't have a clinic card

Alberto

- has insurance
- has Medicare

Alberto's appointment is

- April 13
- April 30

**Listen to the conversation. Then practice with a partner.**

**#1**

Receptionist: Hello, appointment desk.

Vera: Hello, I want to make an appointment.

Receptionist: Are you a new patient?

Vera: Yes.

Receptionist: Do you have insurance?

Vera: No I don't.

Receptionist: Okay. We can talk about it on your first visit. What's your last name?

Vera: Flores.

Receptionist: F-L-O-R-E S

Vera: Yes.

Receptionist: And your first name?

Vera: Vera.

Receptionist: Date of birth?

Vera: August 2, 1967.

Receptionist: How about January 12 at 3 pm?

Vera: Okay, thank you.

**#2**

Receptionist: Hello, appointment desk.

Alberto: Hello, I want to make an appointment.

Receptionist: What's your clinic card number?

Alberto: Excuse me?

Receptionist: Your clinic card number?

Alberto: I'm a new patient.

Receptionist: O.K. Do you have insurance?

Alberto: I have Medicaid.

Receptionist: Okay, fine. What's your last name?

Alberto: Alvaro.

Receptionist: A-L-V-A-R-O?

Alberto: Yes.

Receptionist: And your first name?

Alberto: Alberto.

Receptionist: Date of birth?

Alberto: May 7, 1972.

Receptionist: How about April 30th at 6 pm.

Alberto: April 13?

Receptionist: No, April 30<sup>th</sup>.

Alberto: 30<sup>th</sup>? Okay, thank you.

## Listen to the conversations. Then practice with a partner.

A: Hello, Doctor's office.

B: This is Ben Akhter. I'd like to make an appointment.

A: What's the matter?

B: I have a headache and sore throat.

A: Do you have a fever?

B: I think so.

A: Okay. Can you come at 4 pm?

B: Yes, that's fine.

A: We'll see you then.

A: Hello appointment desk.

B: This is Chris Romero. I'd like to make an appointment.

A: What's the matter?

B: I have a bad cough.

A: Okay, do you have a fever?

B: No, I don't.

A: Can you come tomorrow at 11 am?

B: Okay, thanks.

A: We'll see you then.

### Practice 1

A: Hello Dr. \_\_\_\_\_'s office.

B: Hi, this is \_\_\_\_\_ I'd like to make an appointment.

A: What's the matter?

B: I have a \_\_\_\_\_.

A: Can you come (today/tomorrow) at \_\_\_\_\_?

B: Yes, I can.

A: Okay. We'll see you then.

**Practice this conversation with your teacher. Then practice with a partner.**

**#2**

Receptionist: Hello, appointment desk.

Yasmin: Hello, I want to make an appointment.

Receptionist: What's your clinic card number?

Yasmin: I'm a new patient.

Receptionist: O.K. Do you have insurance?

Yasmin: I have Medicare.

Receptionist: Okay, fine. What's your last name?

Yasmin: Corning.

Receptionist: And your first name?

Yasmin: Yasmin.

Receptionist: Date of birth?

Yasmin: May 7, 1972.

Receptionist: How about April 30th at 6 pm.

Yasmin: 30<sup>th</sup>? Okay, thank you.

**Practice 2**

Receptionist: Hello, appointment desk.

Patient: Hello, I want to make an appointment.

Receptionist: What's your clinic card number?

Patient: I'm a new patient.

Receptionist: O.K. Do you have insurance?

Patient:

Receptionist: What's your last name?

Patient:

Receptionist: And your first name?

Patient:

Receptionist: Date of birth?

Patient:

Receptionist: How about \_\_\_\_\_ at \_\_\_\_\_?

Patient:

## Listening Activity

# Free and Low-Cost Dental Care in New York City

Listen to information about this dental center. Answer the questions.

**New York University David B. Kriser Dental Center**  
345 East 24th Street  
New York, NY 10010

212.998.9800  
*(then press 1 for New Patient, 1 for English, 2 for Services and Fees)*  
212.998.9810, Community Outreach

Medicaid accepted, fee charged for uninsured individuals.

1. Who will do the work?  
Dental students, supervised by dentists
  
2. The comprehensive exam costs
  - a. \$90
  - b. \$19
  
3. How many appointments does the exam take?
  - a. 1
  - b. 2
  
4. A fee of \$45 is available for
  - a. Children
  - b. Seniors
  
5. The fee for a cleaning is \$ 50.
  
6. Fees for dental fillings are \$65 to \$ 105.

**Call the dental Center. Ask these questions. Write your answers.**

**Lutheran Medical Center – Dental**

150 55th Street  
Brooklyn, NY 11220

Sliding scale fees between \$15 and \$50 for the first visit. Proof of income needed. Must make an appointment. *Note: Let the phone ring a while!*

718.630.6875

1. Can you give me some information about your services?
2. What services do you provide?
3. What is the cost of the first visit?
4. What are your hours?
5. What do I bring to my first appointment?

**New York City Technical College**

300 Jay Street  
Brooklyn, NY

Provides cleaning, fluoride treatment, and x-rays. All services performed by dental hygiene students and supervised by licensed dental hygienists and dentists. All services are \$10.

718.260.5074

1. Can you give me some information about your services?
2. What services do you provide?
3. What is the cost of a dental cleaning?
4. What is the cost of x-rays?
5. What do I bring to my appointment?



Name \_\_\_\_\_ Date \_\_\_\_\_

**Sessions 4, 5 and 6**  
**Taking Temperature / Making a Doctor's Appointment**

Check **True** or **Not True** for each question.

1. Your temperature is 101°F. You should always go to the emergency room.  
 True                       Not True
2. Your temperature is 102°F. You should always call 911.  
 True                       Not True
3. Your temperature is 98.6°F. This is not normal.  
 True                       Not True
4. You have a fever. Take Tylenol before you go to the doctor or clinic.  
 True                       Not True
5. It's a good idea to have a regular doctor or health care provider.  
 True                       Not True

Name \_\_\_\_\_ Date \_\_\_\_\_

**Sessions 4, 5 and 6**  
**Taking Temperature / Making a Doctor's Appointment**

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5. It's a good idea to have a regular doctor or health care provider.  
 True                       Not True