18. Medical Emergencies

**Objectives**
Learners will be able to:

- Distinguish between emergencies and non-emergency situations.
- Call 911 to report an emergency and give their address.
- Understand the words “conscious” and “unconscious.”

**Materials Needed**
Board or chart paper
Markers
Accident picture (for discussion)
Large pictures for choking, calling 911, heart attack, back ache, fever, head ache, hurt knee
Picture cards (4 sets per class)
Picture/story cards (4 sets per class)
Audio CD (“Emergency services…” #1, #2, #3)
Handout: 19a (What’s the emergency?)
Large pictures of Emergencies and Non-emergency situations

**Activity 1**

**Vocabulary**

1. Show the large pictures of the various problems. Elicit vocabulary from the class.
2. Show the text one at a time: “heart attack,” “emergency,” “His knee hurts,” “He has a headache,” “car accident,” etc.
3. Ask learners to read the text.
4. Tape or tack the pictures on the board, and hand out one-word strips to some learners. Ask them to place the sentence/word under the picture.
5. Remove the words and pictures, then tape up the signs (or write on board): “Emergency” and “Not an Emergency.” Check for comprehension of the two words.
6. Hand out the pictures. Ask the students to stand under the correct sign, “Emergency” or “Not an Emergency.” Let them know they will need to talk about it.
7. Learners share (e.g., “He’s having chest pains. It’s an emergency.”) (Higher-level students may be able to add more info: e.g., “His life is in danger,” “It’s a big problem.”)

**Discussion**

1. Using the reproducible accident picture from “A Picture Is Worth a Thousand Words” or another scene of an accident. Ask learners to describe what they see. Write words on board.
2. Elicit from the learners what might be wrong with the man (broken leg, bleeding, etc.). Ask: “What should the woman do?” (Elicit: “Call 911.”) Either in partners or as a class, ask learners to write a short story about the picture.
Activity 2  
Talking about Emergencies

**Discussion:** “Has anyone been to the Emergency Room?” “Would anyone like to tell about the experience?”

Elicit from the learners their reasons for going to the Emergency Room. Possible reasons include:

- Car accident
- Sports injuries
- Broken bones and cuts from accident or fall
- Burns
- Uncontrolled bleeding
- Heart attack, chest pain
- Difficulty breathing, asthma attack, pneumonia
- Stroke, loss of function and/or numbness in arms or legs
- Loss of vision or hearing
- Unconsciousness, fainting
- Suicidal or homicidal thoughts
- Drug overdose
- Severe abdominal pain, persistent vomiting
- Poisoning, *if* the person is unconscious, convulsing or having trouble breathing. Otherwise, call the Poison Control Center.
- Food poisoning
- Blood when vomiting, coughing, urinating or in bowel movements
- Severe allergic reaction from insect bites, foods or medications
- Complications from disease, high fever

[Note: It is not necessary to go over all of these situations and you can use simpler vocabulary, but make sure that “conscious/unconscious” and “allergic reaction” are covered. Those items with a “*” should be mentioned, although the language can be simplified.]

Activity 3  
When should we go to the Emergency Room?

1. **Discussion:** “When should we go to the Emergency Room?” (Elicit answers: “Life is in danger.”)

2. Hand out the emergency pictures or situation description cards. Give a set to each group of 4–5 learners.

   [Note: There are two sets of cards: one with the text below the picture, and another set with a simplified text on the back. Use whichever version is more appropriate for your class.] Or use Standout 2, page 112, and ask learners to work in groups to fill in the charts.

3. “Is it an emergency?” In small groups, ask learners to take turns showing a card and discussing what should be done (e.g., “Call 911” or “Don’t call 911”).
Activity 4  Calling 911

1. Ask: “What should we say when calling 911?” Elicit and write on board: “What is the problem?” “Where is the problem?” (street and cross streets).

2. Ask: “Do you have to give your name?” (“No. It is optional.”)

3. Hand out listening worksheet 18m, “What’s the emergency?” Ask learners to listen to the recorded conversations (“Emergency services…” [on CD] and put a check next to what they hear. [Note: Learners will not see the check marks or text of the conversations.]

4. Ask learners to listen again and correct the addresses below. [Errors are highlighted in yellow.]

Activity 5  Practice

1. Write the dialogue practice on the board:

   “911: What are you reporting?”
   Caller: _________________________.

   “911: Is anyone else hurt?”
   Caller: _________________________.

   “911: Where are you?”
   Caller: _________________________.

   “911: What are the cross streets?”
   Caller: _________________________.

   “911: And the other cross street?”
   Caller: _________________________.

   “911: Okay someone will be there shortly.”

2. Hand out the emergency picture cards from Activity 3.

3. Model a few scenarios together, then work in pairs to practice. Ask students to alternate roles of the 911 operator and incident reporter.

Assessment  Administer the quiz on “Medical Emergencies.” Check as a class.

Text of Recorded Dialogue

**Session 20, Activity 4, Listening # 1**

911: Emergency services. What are you reporting?
Caller: *My mom fell. Her head is bleeding.*
911: Is she conscious, ma’am?
Caller: *No she isn’t.*

911: Where are you?
Caller: *129-11 84th Drive.*
911: What are the cross streets?
Caller: *129th Street.*
911: And the other cross street?
Caller: *130th Street.*
911: OK, someone will be there shortly.

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**Listening # 2**

911: What are you reporting?
Caller: *A woman has a gun.*
911: Is anyone hurt, sir?
Caller: *Not yet, but she’s pointing it!*
911: And sir, where are you?
Caller: *61-05 Queens Boulevard — in front of the supermarket.*
911: And where’s the woman with the gun?
Caller: *In the store.*

911: And sir, what are the cross streets?
Caller: *Corner of 61st.*
911: And is that 61st Street or Avenue?
Caller: *Street.*
911: OK, sir, someone will be there shortly.

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**Listening # 3**

911: Emergency services. What are you reporting?
Caller: *There’s been a car accident. A man is hurt.*
911: Is he conscious?
Caller: *Yes, but he is bleeding badly.*
911: And ma’am, is anyone else hurt?
Caller: *Another woman — but it’s not serious.*
911: And where are you?
Caller: *31-10 Northern Boulevard.*
911: What are the cross streets, ma’am?
Caller: *39th and 4th Avenues.*
911: That’s 39th and 40th Avenues?
Caller: *Yes, ma’am.*
911: Okay someone will be there shortly.
Caller: *Thank you.*
What’s the emergency?

Listen to the conversations. Check what you hear.

<table>
<thead>
<tr>
<th></th>
<th>#1</th>
<th>#2</th>
<th>#3</th>
</tr>
</thead>
<tbody>
<tr>
<td>A woman fell</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone has a gun</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Someone is bleeding</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Someone is unconscious</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The problem is in a store</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>There was a car accident</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

Listen again and correct the addresses.

#1
The address is 129-11 84th Road. [Drive]
The cross streets are 130th and 131st Streets. [129th and 130th]

#2
It’s on the corner of 65th Road. [61st Street]

#3
The address is 31-10 Jamaica Boulevard. [Avenue]
The cross streets are 39th and 40th Streets. [Avenues]
Session 18
Medical Emergencies

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

1. A man has chest pain. Call 911.
   - **True**
   - **Not True**

2. A cat is in a tree. Call 911.
   - **Not True**

3. You need to go to the clinic for a check up. Call 911.
   - **Not True**

4. There’s a car accident. A man is not conscious. Call 911.
   - **True**
   - **Not True**
Session 18
Medical Emergencies

Check True or Not True for each question.

1. A man has chest pain. Call 911.
   □ True                □ Not True

2. A cat is in a tree. Call 911.
   □ True                □ Not True

3. You need to go to the clinic for a check up. Call 911.
   □ True                □ Not True

4. There’s a car accident. A man is not conscious. Call 911.
   □ True                □ Not True