

# Medical English

für Medizinische Fachangestellte

Referent: Markus Ammon

## Agenda

**Round of  
introduction**

*Vorstellungsrunde*

**Making  
appointments**

*Terminverein-  
barungen*

**Creating a  
record file**

*Aufnahme von  
Patientendaten*

**Structure and  
function of the  
eye**

*Aufbau und Funktion des  
Auges*

**Giving instructions  
about examinations  
and treatments**

*Anweisungen zu  
Untersuchung und  
Behandlung geben*

**Pains,  
symptoms,  
illness and  
diseases**

*Schmerzen,  
Symptome,  
Krankheiten*

**Describing  
rooms and  
giving directions**

*Praxisräume erklären  
und Wegbeschreib-  
ungen geben*

**Prescriptions,  
referrals, next  
appointments,  
saying good-bye**

*Rezepte,  
Überweisungen,  
weitere Termine,  
Verabschiedung*

## Task 1: Interview your partner

Nice to meet you!

What's your name?	My name is.....?
What's your profession?/ What do you do for a job?	I'm a .....
What kind of practice do you work for?	I work for/at a.....
Where is the doctor's office located?	It's in.....
How large is your team?/ How many colleagues have you got?	There are .....people in our team. I have got .....colleagues.
How long have you been working for the office?	I have been working there since.....
What are your opening hours?	The practice is open.....
How can I get to your office?	The office is located near/next to/in
What are your duties in the practice?	My duties are:
How about the patients....where do most of them come from?/From which countries are most of your foreign patients?	Our patients.....

## Please translate!

make an appointment		blurry	
a general check-up		to dilate	
to spell		ID card	
date of birth		spectacle passport	
health insurance		bill	
statutory health insurance / national health insurance		treatment	

## Listening comprehension – on the phone

I. Please bring the topics in a correct order (1-6).

payment

personal data

inquiring an appointment

health insurance

health issue

advices for eye tests

II. Please answer the following questions:

- Has Peter been at Dr. Schröder's practice before? Yes/No
- Does he ask for a control examination? Yes/No
- What's his date of birth? It's the \_\_\_\_\_ of \_\_\_\_\_ 19\_\_\_\_\_.
- What's his phone number? The landline number is\_\_\_\_\_.
- Is Peter on the statutory health insurance? \_\_\_\_\_.
- When is Peter's appointment? Peter will come to the practice on\_\_\_\_\_, the \_\_\_\_\_ of \_\_\_\_\_ at \_\_\_\_\_.
- Why does Peter have to expect a longer examination?  
\_\_\_\_\_.
- What should Peter bring to the practice along with him?  
\_\_\_\_\_
- Does he have to pay on the day of his appointment? Yes/No

## On the phone

Karin: Praxis Dr. Schröder, guten Tag.

Peter: Oh, hello, Peter Hopkins speaking - excuse me, can you speak English?

Karin: Yes, of course. How can I help you?

Peter: I would like to **make an appointment**.

Karin: Is this your first appointment with our practice?

Peter: Yes, it is.

Karin: What can Dr. Schröder do for you?

Peter: It seems to me that my **vision** is somewhat **declining** lately, and my eyes often feel **irritated** and **dry**. So, I'd like to come for a **general check-up**.

Karin: I see. Could I have your name again please?

Peter: Sure, it's Peter Hopkins.

Karin: Could you **spell** your name please?

Peter: My surname spells H-O-P-K-I-N-S for Hopkins and my first name P-E-T-E-R for Peter.

Karin: Thank you, Mr. Hopkins. Could you tell me your **date of birth** please?

Peter: Yes, that's **the 5th of** November 1962.

Karin: And I need your address and phone number please.

Peter: That's Winsstraße 3, 10405 Berlin. My phone number is 3 3 0 1 9 6 4 5. Do you need my mobile phone number as well?

Karin: You can give me that later, when you come to the practice, Mr. Hopkins. What's the name of your **health insurance**?

Peter: It's called *Meteo Health*.

Karin: Is it a **private** or a **statutory health insurance**?

Peter: It's private.

Karin: Ok. Now let me see about an appointment. How about Wednesday, **the 5th of** October **at 9** am in the morning?

Peter: Could I also come in the afternoon?

Karin: I am sorry, all appointments are full in the afternoon.

Peter: All right then, I'll manage 9 o'clock.

Karin: Fine. Do you wear eyeglasses or lenses, Mr. Hopkins?

Peter: Yes, I've got glasses.

Karin: Then please make sure to bring these. And it would be a good idea to bring sunglasses as well.

Peter: Sunglasses? This examination is going to be cool (laughs).

Karin: You bet! (laughs as well) But there is another reason: Your vision will be **blurry** and your eyes will be highly sensitive to light until the effects of the drops the doctor will give you in order to **dilate** your pupils wear off. You may even want to have someone to drive you home after your appointment, depending on how much your vision is affected by the dilation.

Peter: Ah, I see. So I won't be able to go back to work after the examination?

Karin: I wouldn't recommend it. Please bring enough time, because the eyedrops will take up to 30 minutes for full effect.

Peter: All right, so I better take the day off.

Karin: That's good. Please, also bring your **health insurance card**, your **ID card** and if available your **spectacle passport** along with you, thank you.

Peter: All right. Do I need to pay straight away?

Karin: No, we can send you the **bill** after the **treatment**.

Peter: Oh, that's good.

Karin: So - see you next Wednesday at 9 am, Mr. Hopkins.

Peter: O.K. Thank you and good-bye

Karin: Thanks for calling. Bye then.

## Buchstabiertabelle

Buchstabe	Deutschland	International
<b>A</b>	Anton	Alpha
<b>B</b>	Berta	Bravo
<b>C</b>	Cäsar	Charly
<b>D</b>	Dora	Delta
<b>E</b>	Emil	Echo
<b>F</b>	Friedrich	Foxtrot
<b>G</b>	Gustav	Golf
<b>H</b>	Heinrich	Hotel
<b>I</b>	Ida	India
<b>J</b>	Julius	Juliet
<b>K</b>	Kaufmann	Kilo
<b>L</b>	Ludwig	Lima
<b>M</b>	Martha	Mike
<b>N</b>	Nordpol	November
<b>O</b>	Otto	Oscar
<b>P</b>	Paula	Papa
<b>Q</b>	Quelle	Quebec
<b>R</b>	Richard	Romeo
<b>S</b>	Samuel (Siegfried)	Sierra
<b>T</b>	Theodor	Tango
<b>U</b>	Ulrich	Uniform
<b>V</b>	Viktor	Victor
<b>W</b>	Wilhelm	Whiskey
<b>X</b>	Xanthippe	X-Ray
<b>Y</b>	Ypsilon	Yankee
<b>Z</b>	Zacharias (Zeppelin)	Zulu

## Numbers

0	zero	-
1	one	first
2	two	second
3	three	third
4	four	fourth
5	five	fifth
6	six	sixth
7	seven	seventh
8	eight	eighth
9	nine	ninth
10	ten	tenth
11	eleven	eleventh
12	twelve	twelfth
13	thirteen	thirteenth
14	fourteen	fourteenth
15	fifteen	fifteenth
16	sixteen	sixteenth
17	seventeen	seventeenth
18	eighteen	eighteenth
19	nineteen	nineteenth
20	twenty	twentieth
21	twenty-one	twenty-first

22	twenty-two	twenty-second
23	twenty-three	twenty-third
24	twenty-four	twenty-fourth
25	twenty-five	twenty-fifth
26	twenty-six	twenty-sixth
27	twenty-seven	twenty-seventh
28	twenty-eight	twenty-eighth
29	twenty-nine	twenty-ninth
30	thirty	thirtieth
31	thirty-one	<b>thirty-first</b>
40	forty	fortieth
50	fifty	fiftieth
60	sixty	sixtieth
70	seventy	seventieth
80	eighty	eightieth
90	ninety	ninetieth
100	one hundred	hundredth
500	five hundred	five hundredth
1,000	one thousand	thousandth

## Dates

2008	two thousand eight
2019	two thousand nineteen
2020	two thousand twenty
1964	nineteen sixty-four

I was born in March, **the** 22<sup>nd</sup> in 1955. (*wurde geboren*)

My **date of birth** is **the** 22<sup>nd</sup> **of** March 1955. (*Geburtsdatum*)

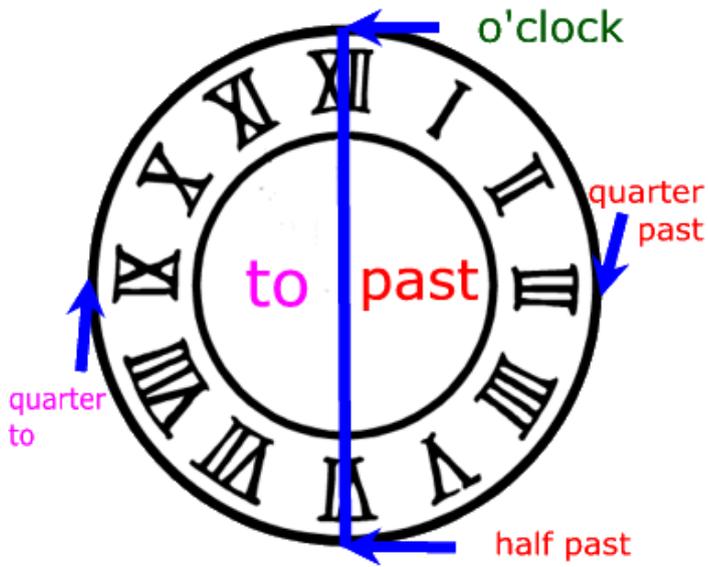
Your **appointment** is **on** Monday, **the** 1<sup>st</sup> of November 2019. (*Termin*)

The practice is closed **from** the 15<sup>th</sup> **to** the 23<sup>rd</sup> of August. (*von ...bis*)

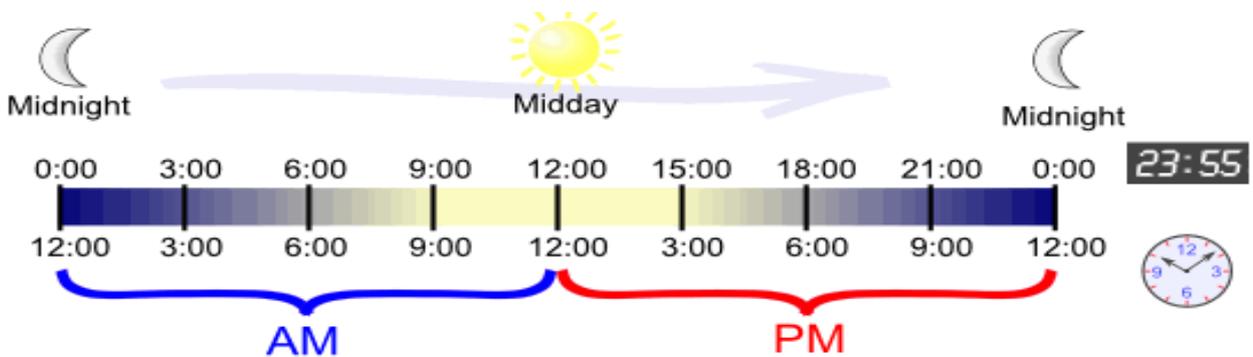
You must come again **between** the 31<sup>st</sup> of July **and** the 23<sup>rd</sup> of December. (*zwischen*)

You must come **by** the end of April. (*bis Ende April*)

# Time



0:00	midnight	1 Minute	one minute	1 Monat	one month
0:01	12:01 am	2 Minuten	two minutes	2 Monate	two months
8:00	8:00 am	1 Stunde	one hour	1 Jahr	one year
12:00	noon/midday	2 Stunden	two hours	2 Jahre	two years
12:01	12:01 pm	1 Tag	one day		
14:00	2 pm	2 Tage	two days		
18:00	6 pm	1 Woche	one week		
23:59	11:59 pm	2 Wochen	two weeks		





It's \_\_\_\_\_.



It's \_\_\_\_\_.



It's \_\_\_\_\_.



It's \_\_\_\_\_.



It's \_\_\_\_\_.



It's \_\_\_\_\_.



It's \_\_\_\_\_.

*I can offer you an appointment... (Ich kann Ihnen einen Termin anbieten...)*

on

the

of

Monday	1 <sup>st</sup> first	January
Tuesday	2 <sup>nd</sup> second	February
Wednesday	3 <sup>rd</sup> third	March
Thursday	4 <sup>th</sup> fourth	April
Friday	5 <sup>th</sup> fifth	May
Saturday	6 <sup>th</sup> sixth	June
Sunday	21 <sup>st</sup> twenty-first	July
		August
		September
		October
		November
		December

# A

Hello, excuse \_\_\_\_\_ do you \_\_\_\_\_ English?

Yes, **what** can I **do** for you?

I would like \_\_\_\_\_ an appointment.

Is this your first **time** at our **practice** (office)?

Yes, \_\_\_\_\_ is.

So, could you please **spell** your name to me.

Yes my \_\_\_\_\_ name is Miller: M \_\_\_\_\_.

And my \_\_\_\_\_ name is Alice : A\_\_\_\_\_.

What is your **date** of birth?

It's **the** 14<sup>th</sup> **of** August 1974.

What's the name of your \_\_\_\_\_ insurance company?

My health insurance is **called** „Supermed“.

When \_\_\_\_\_ you like to come, \_\_\_\_\_ the morning or \_\_\_\_\_ the afternoon?

I would **like** (**prefer**) to come **in** the afternoon.

How about next week, Tuesday \_\_\_\_\_ 24<sup>th</sup> \_\_\_\_\_ May \_\_\_\_\_ 3 pm?

I am sorry, I can't make it **on** Tuesday.

Then how \_\_\_\_\_ Thursday \_\_\_\_\_ 4 pm?

That's fine. Thank you.

Ok. Then we **will** see you next week **on** Thursday **at** 3 pm.

Yes, thank you. Is there \_\_\_\_\_ I should bring along with me?

Please take your health insurance card, your **ID card** and if available your **vaccination pass** along with you.

Do I \_\_\_\_\_ to pay straight away?

# B

Hello, excuse <b>me</b> do you <b>speak</b> English?
Yes, _____ can I _____ for you?
I would like <b>to make</b> an appointment.
Is this your first _____ at our _____?
Yes, <b>it</b> is.
So, could you please _____ your name to me.
Yes my <b>last</b> name is Miller: M I L L E R. And my <b>first</b> name is Alice : A L I C E.
What is your _____ of birth?
It's _____ 14 <sup>th</sup> _____ August 1974.
What's the name of your <b>health</b> insurance company?
My health insurance is _____ „Supermed“.
When <b>would</b> you like to come, <b>in</b> the morning or <b>in</b> the afternoon?
I would _____ to come _____ the afternoon.
How about next week, Tuesday <b>the 24<sup>th</sup> of May at 3 pm</b> ?
I am sorry, I can't make it _____ Tuesday.
Then how <b>about</b> Thursday <b>at 4 pm</b> ?
That's fine. Thank you.
Ok. Then we _____ see you next week _____ Thursday _____ 3 pm.
Yes, thank you. Is there <b>anything</b> I should bring along with me?
Please take your health insurance card, your _____ (Ausweis) and if available your _____ (Impfpass) along with you.
Do I <b>need to /have to</b> pay straight away?

## Medical Assistant

on the phone

## Patient

Melden Sie sich am Telefon.

Sagen Sie, dass Sie Englisch können und fragen Sie, was Sie für die/den Patientin/en tun können.

Fragen Sie, ob das der erste Termin in der Praxis ist.

Fragen Sie nach dem Namen.

Bitten Sie um die Wiederholung des Names und um die Buchstabierung

Fragen Sie nach der Adresse, Telefonnummer und E-Mail Adresse, sowie nach dem Geburtsdatum.

Machen Sie einen Terminvorschlag.

Bestätigen Sie den Termin und bitten Sie den Patienten, seine Versicherungskarte und seinen Ausweis mitzubringen.

Verabschieden Sie sich.

Fragen Sie die/den M.A., ob er/sie Englisch kann.

Fragen Sie nach einem Termin.

Bejahen Sie.

Nennen Sie Ihren Namen.

Wiederholen und buchstabieren Sie Ihren Nachnamen und Vornamen

Nennen Sie Ihre Adresse, Telefonnummer und E-Mail Adresse, sowie Ihr Geburtsdatum.

Fragen Sie nach einem anderen Termin.

Bejahen Sie.

Bedanken und verabschieden Sie sich.

Name: Papaux

First name: Paul

Personal Identification number:

74690052136890632

Date of birth: 01.07.1974

Address: Mehringdamm 10, 10961 Berlin

Phone number: 030 987654320

E-mail address: p.paupaux@yahoo.com

Profession: Architect

(Previous) family doctor:

Dr. Smith, London, U.K.

Health Insurance: United care

Health issue: Eyestrain, itching  
(Überanstrengte Augen, Juckreiz)

Name: Vuillet

First name: Melissa

Personal Identification number:

923857068214064

Date of birth: 28.09.1967

Address: Eichendorffstr. 3, 10115 Berlin

Phone number: 0175 – 862469104

E-mail address: M.Vuillet@funmail.fr

Profession: Teacher

(Previous) family doctor:

Dr. Jourdain, Paris, France

Health Insurance: Alliance Santé

Health issue: Blurry vision, dry eyes (verschwommenes  
Sehen, trockene Augen)

## At a glance Little helpers on the phone

Terminvereinbarung	Appointments
Hallo/Guten Morgen/Guten Tag/Guten Abend	Hello/Good morning/Good afternoon/Good evening
Wie kann ich Ihnen helfen?	What can I do for you?
Bitte warten Sie einen Moment.	Please hold the line.
Bitte rufen Sie in einer Stunde/morgen/später an.	Please call again in an hour, tomorrow, later.
Waren Sie schon mal bei uns?	Is this your first time in our practice?
Worum geht es?	What do you want to see the doctor for?
Es tut mir leid, wir nehmen keine neuen Patienten an.	I´m sorry, we don´t accept new patients.
Welche Beschwerden haben Sie?	What are your complaints? What is your health issue?
Haben Sie starke Schmerzen?	Do you have strong pains?
Wann würden Sie gerne kommen?	When do you want to come?
Vormittags oder nachmittags?	In the morning or in the afternoon?
Heute ist kein Termin mehr frei.	Today no appointments are available.
Es tut mir leid, am .....sind alle Termine besetzt.	I am sorry, all appointments are full on .....
Wie wäre es mit Montag, Dienstag, Mittwoch, Donnerstag, Freitag?	How about Monday/Tuesday/Wednesday/Thursday/Friday?
Den 1., 2., 3., 4. , 5... Januar/Februar/März/April/May/Juni/Juli/ August/September/OKtober/November/Dezember	the 1 <sup>st</sup> (first), 2 <sup>nd</sup> (second), 3 <sup>rd</sup> (third), 4 <sup>th</sup> (fourth), 5 <sup>th</sup> (fifth), .....of January/February/March/April/May/June/July/ August/September/October/November/December
Geht es am 4. August um 15 Uhr?	How about August the 4 <sup>th</sup> at 3 pm?
Um 9 Uhr/15 Uhr vormittags/nachmittags	at 9 am/3pm/ in the morning/in the afternoon?
Der nächste freie Termin ist der 31. Juli.	The next available appointment is the 31 <sup>st</sup> of July.
Wir sehen uns am....., den....., um...Uhr.	See you on.....the .....of .....at .....o´clock.
Nächste Woche ist die Praxis geschlossen.	Next week, the practice is closed.

Am Dienstag haben wir eine offene Sprechstunde zwischen 8 und 12 Uhr vormittags.	On Tuesday we have open consultation hours between 8 and 12 am.
Sie müssen mit längerer Wartezeit rechnen.	You must wait a long time.
Können Sie Ihren Namen wiederholen/ buchstabieren?	Could you repeat / spell your name?
Wie ist Ihr Geburtsdatum?	What is your date of birth?
Wie lautet Ihre Telefonnummer?	What is your phone number?
Bitte bringen Sie Ihre Versicherungskarte mit.	Please bring your insurance card with you.
Bitte bringen Sie Ihren Ausweis mit.	Please bring your ID (card) along with you.
Bringen Sie bitte Ihre Brille oder Kontaktlinsen zum Untersuchungstermin mit.	Please bring your glasses or lenses with you.
Bitte bringen Sie wenn möglich alte Befunde mit.	Please bring your old test results if possible.
Danke für Ihren Anruf. Auf Wiederhören.	Thanks for calling. Goodbye/Bye

<b>Einen Termin absagen</b>	<b>Canceling an appointment</b>
Wir müssen Ihren Termin heute leider absagen.	We are sorry, but we must cancel your appointment today.
Ich möchte Ihren Termin verschieben.	I would like to postpone your appointment.
Ich muss leider die Uhrzeit Ihres Termins ändern.	I'm afraid but I must change the time of your appointment.
Sie haben heute Ihren Termin um 11 Uhr verpasst.	You have missed your appointment at 11 am.
Möchten Sie einen neuen Termin vereinbaren?	Do you want to arrange a new appointment?

<b>Kommunikationsprobleme</b>	<b>Communication problems</b>
Ich habe Sie nicht ganz verstanden.	I didn't quite understand you.
Könnten Sie das bitte wiederholen?	Could you repeat that, please?
Könnten Sie bitte etwas langsamer sprechen?	Could you please speak more slowly?
Bitte kommen Sie in Begleitung einer deutschsprechenden Person.	Please come back accompanied by (with) a German-speaking person.

## Reading comprehension – At the reception

settle the bill		previous	
amount		fill in a form	
straight away		I'm afraid	
in cash		translate	
consultation		personal data	
estimate of costs		that's done	
sum up		take a seat	
examination		ahead of	
cash machine		fee	

### At the reception

Karin: Guten Tag.

Peter: Ah, hello. Excuse me, can you speak English?

Karin: Yes, how can I \_\_\_\_\_ you?

Peter: My name is Peter Hopkins, I've got an \_\_\_\_\_ for 9 o'clock.

Karin: All right, Mr. Hopkins. Could I get your health \_\_\_\_\_ card please?

Peter: I haven't got an insurance card. I am privately insured.

Karin: Ok. In this case I must ask you to \_\_\_\_\_ (zahlen) after your first **consultation**.

Peter: Can you give me an **estimate of the costs**? Can I pay with credit card?

Karin: A general check-up will **sum up** to about 120 € including the \_\_\_\_\_ (**Gebühr**) for the lab. But this is just an estimation, depending on the necessary **examinations**. We accept EC bank cards, but no credit cards. There is a \_\_\_\_\_ (**Geldautomat**) right downstairs next to the main door.

Peter: All right. I can pay with my bankcard, I guess.

Karin: And what is the name of your \_\_\_\_\_ (**vorherig**) eye doctor?

Peter: His name is Frank Smith, his office is in London, Paddington.

Karin: Thank you, Mr. Hopkins. Could you please **fill in this** \_\_\_\_\_ (**Formulare**) for me?

Peter: **I'm afraid**, I don't understand any German. Could you please \_\_\_\_\_ that for me?

Karin: I can try.....First of all I need some **personal data**:

*What's your family name? Could you please spell that out to me? What's your first name?  
What's your date of birth? What's your place of birth?  
What's your address? What's your phone number? What's your e-mail address?  
Where do you come from? What's your nationality? What's your profession/occupation?  
What's the name of your health insurance? What's the name of your previous family doctor?*

Karin: All right, \_\_\_\_\_(das ist fertig)!

Peter: Thank you for your help!

Karin: No problem, Mr. Hopkins. Could you please \_\_\_\_\_ in the waiting room?

Peter: Yes, of course. Will I have to wait for a long time?

Karin: No, I don't think so. There are just two patients \_\_\_\_\_ you. I'll call you when Dr. Schröder is ready to see you.

Please answer the following questions:

1. Did Peter bring his insurance card along with him?

\_\_\_\_\_, because \_\_\_\_\_.

2. How can Peter **settle the bill**?

\_\_\_\_\_ or \_\_\_\_\_.

3. Can Karin tell him the exact **amount** (price) for his consultation?

\_\_\_\_\_.

4. What's the name of Peter's physician in London?

\_\_\_\_\_.

5. Can Peter see Dr. Schröder **straight away**?

\_\_\_\_\_.

6. Does Peter have to wait for a long time?

\_\_\_\_\_.

## Check-in helpers

Haben Sie einen Termin?	Have you got an appointment?
Waren schon einmal bei uns?	Have you been here before?
Könnte ich bitte Ihre Versichertenkarte bekommen?	Could I get your health insurance card /chip card please.
Sind Sie gesetzlich oder privat versichert?	Are you on a statutory or private health insurance?
Sind Sie mitversichert?	Are you co-insured?
Sind Sie Selbstzahler?	Are you a self-paying patient?
Hat sich bei Ihren Daten etwas geändert?	Has anything changed with your data?
Bitte füllen Sie das Anmeldeformular aus.	Please fill in the registration form.
Bitte füllen Sie den Anamnesebogen aus!	Please fill in the medical history sheet.
Bitte füllen Sie die Einverständniserklärung aus.	Please fill in the declaration of consent.
Bitte unterschreiben Sie die Datenschutzgrundverordnung.	Please sign the data protection regulation.
Hatten Sie einen Arbeitsunfall?	Have you had an accident at work?
Haben Sie Ihre vorherigen Befunde dabei?	Have you got your previous results with you?
Did you bring along your glasses or lenses?	Haben Sie Ihre alte Brille / Kontaktlinsen mitgebracht?
Brauchen Sie Hilfe beim Ausfüllen?	Do you need any help with filling in the form?
Bitte bringen Sie die Formulare nach dem Ausfüllen zurück.	Please return the forms after filling them in.
Bitte nehmen Sie im Wartezimmer Platz.	Please take a seat in the waiting room.

## **Personal Data – Questions**

What's your family name?

Could you spell this out to me?

What's your first name?

What's your date of birth?

What's your address?

Where are you from?

What's your nationality?

What's your phone number?

What's your e-mail address?

What's your job/profession/occupation?

What's the name of your (previous) family doctor?

What's the name of your insurance company?

What is your health issue? What can we do for you (today?)

Do you suffer from any allergies or intolerances?

Are you taking any blood diluents?

Do you have a tendency to bleeding?

Are there any gastric issues?

Do you suffer from any other diseases?

Are you currently taking any medication?

How tall are you?

How much do you weigh?

## Anatomy of the eye

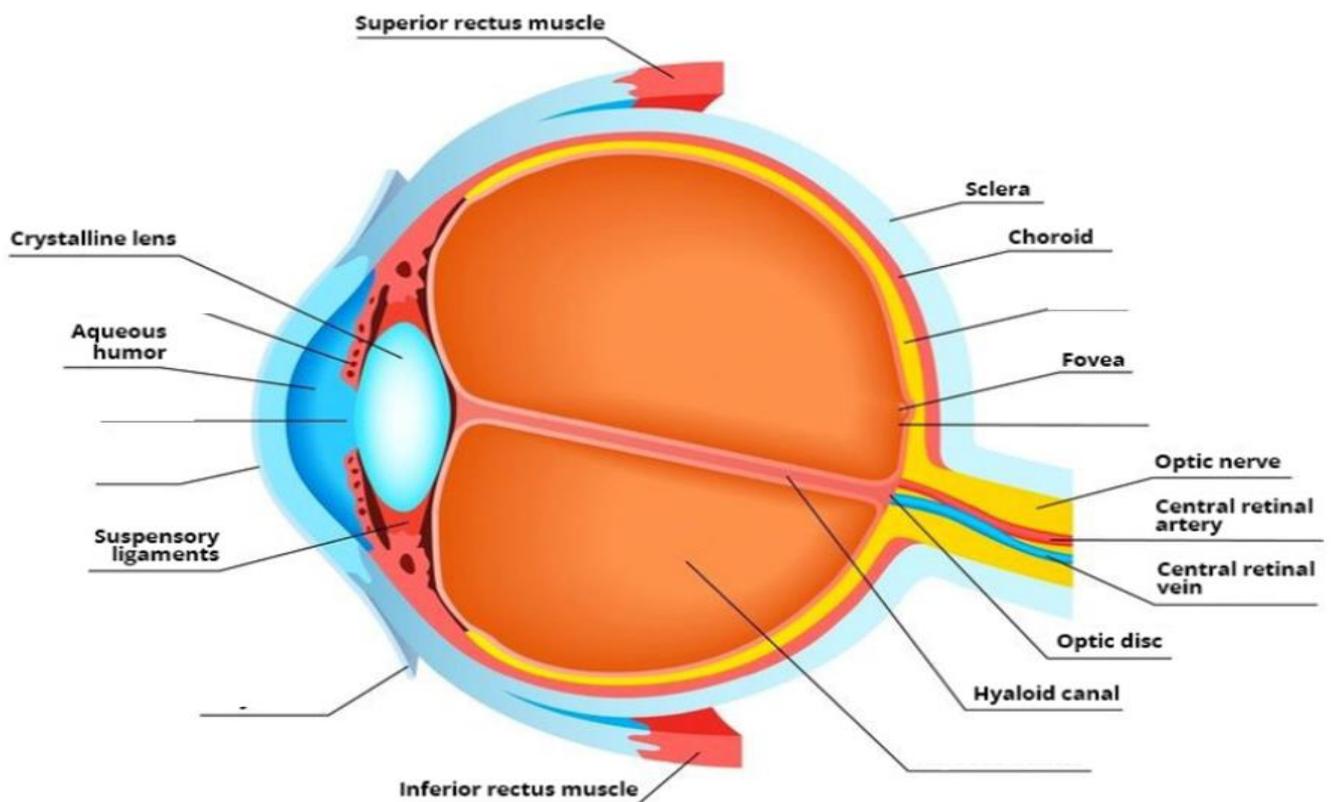
**Please fill in the gaps with the following words:** vitreous humor, pupil, brain, iris, retina, cornea

The eye is one of the most sophisticated organs in our body, surely one of the most important of our five senses. Directly connected to the brain, the eye is a rotating globe which enables us to capture light, analyze it and interact with our environment.

Looking at an eye you can see a white part, the sclera or white of the eye and a coloured part. The coloured part consists of a black central circle called the \_\_\_\_\_ and the coloured part around the pupil which is referred to as the \_\_\_\_\_. The iris defines the unique colour of the eye and the pupil enlarges or narrows based on the amount of light present.

Then there are the parts of the eye that can't be seen such as the cornea, the crystalline lens and the retina. Similar to a lens, the \_\_\_\_\_ is a highly sensitive and transparent protective membrane. Just behind the pupil there is the crystalline lens which is protected by the aqueous humor and allows light to refract. Rays of light travel through the \_\_\_\_\_ to the \_\_\_\_\_, through the optical nerve, then are processed and transmitted to the \_\_\_\_\_ to be translated into successive images. Vision is then formed.

**Please fill in the gaps with the following words:** vitreous humor, pupil, iris, retina, cornea, conjunctiva, macula



## Vision and eye health concerns

I often can't see things clearly and distinct

My eyes are getting so tired when I'm reading

I have to wear sunglasses when I'm leaving the house

My forehead often hurts lately

I'm afraid to drive my car at night

The carlights are so much brighter nowadays

Sometimes I suddenly see things double

Objects seem to lose their right angles sometimes

Once in a while the quality of seeing is changing rapidly

In the mirror my eyes look like I'm hungover

After one hour in front of my screen my eyes burn like hell

I can't stop rubbing my eyes

People already make fun of me because I seem to cry all the time

Especially in the morning my eyes are all gummed up and sticky

My eyes don't seem to produce enough moisture

During the day my eyes often hurt lately

There are these annoying little things swimming in my vision all the time

When was your last eye exam (date): \_\_\_\_\_

Do you wear glasses?

Yes  No  If yes, how old are they? \_\_\_\_\_

Do you wear contact lenses?

Yes  No  If yes, what brand are they? \_\_\_\_\_

How old is your current pair? \_\_\_\_\_

How many years have you worn contact lenses? \_\_\_\_\_

**Do you have any of the following vision concerns?**

- Blurry Vision
- Eyestrain
- Severe Sensitivity to Light
- Frontal Headache
- Poor Night Vision
- Glare
- Double Vision
- Distorted Vision
- Fluctuating Vision

Please list any additional vision concerns: \_\_\_\_\_

**Do you have any of the following eye health concerns?**

- Redness
- Burning
- Itching
- Tearing/Watering
- Discharge
- Dryness
- Eye Pain
- Eye Soreness
- Floaters

Please list any additional eye health concerns: \_\_\_\_\_

**Have you ever been diagnosed with any of the following ocular conditions?**

- Cataracts
- Glaucoma
- Macular Degeneration
- Diabetic Retinopathy
- Keratoconus
- Lazy Eye
- Dry Eye
- Eye Infection
- Contact Lens Overwear
- Retinal Condition
- Eye Trauma/Injury

Please list any additional diagnosed ocular conditions: \_\_\_\_\_

Have you ever had any ocular surgeries?

Yes  No  If yes, please list: \_\_\_\_\_

# Medical history

Name: \_\_\_\_\_

Age: \_\_\_\_\_

Height: \_\_\_\_\_

Weight: \_\_\_\_\_

Allergies to (which substances): \_\_\_\_\_

Diabetes: \_\_\_\_\_

Disease of the thyroid gland (Schilddrüsenerkrankung): \_\_\_\_\_

Infectious diseases (hepatitis, HIV, AIDS, tuberculosis...): \_\_\_\_\_

Bleeding disorder (Blutgerinnungsstörungen): \_\_\_\_\_

Heart disease, circulatory trouble (Kreislaufkrankungen): \_\_\_\_\_

Diseases of the kidney or anomalies (Nierenerkrankungen): \_\_\_\_\_

Asthma: \_\_\_\_\_

Stroke (Schlaganfall): \_\_\_\_\_

Tumors, cancer (Tumor, Krebs): \_\_\_\_\_

Epilepsy (Anfallsleiden): \_\_\_\_\_

Are you pregnant? (Besteht eine Schwangerschaft?): \_\_\_\_\_

Gastro-intestinal disease (Magen-Darmerkrankung): \_\_\_\_\_

Do you have any other diseases? (Haben Sie irgendwelche anderen Krankheiten?):

\_\_\_\_\_

Do you take any medicine regularly, which? (Nehmen Sie regelmäßig Medikamente, welche?):

\_\_\_\_\_

Have you got any pains? \_\_\_\_\_ How long for? \_\_\_\_\_

and where \_\_\_\_\_? (Haben Sie Schmerzen, seit wann, wo?)

# At the practice

## Rooms

Rezeption	
Wartezimmer/ Wartebereich	
Besprechungszimmer	
Untersuchungszimmer	
Behandlungszimmer	
Labor	
Röntgenzimmer	
EKG Zimmer	
Verbandszimmer	
OP	
Umkleide/Kabine	
Toilette	

## Stockwerke – Floors

British	American	German
basement	basement	Untergeschoss
ground floor	first floor	Erdgeschoss
first floor	second floor	Erster Stock
second floor	third floor	Zweiter Stock

## Directions

Biegen Sie <b>rechts</b> ab.	Turn _____.
Biegen Sie <b>links</b> ab.	Turn _____.
Gehen Sie <b>geradeaus</b> .	Go _____.
Gehen Sie die Treppe <b>nach oben</b> .	Go _____.
Gehen Sie die Treppe <b>nach unten</b> .	Go _____.
Das Labor ist <b>neben</b> dem Wartezimmer.	The lab is _____ the waiting room.
Die Apotheke ist <b>zwischen</b> dem Kino und der Bäckerei.	The pharmacy is _____ the cinema and the bakery.
Gehen Sie <b>durch</b> die Tür.	Go _____ the door.
Nehmen Sie den <b>Aufzug</b> in den 3 Stock.	Take the _____ to the third floor.
Die Toilette befindet sich <b>gegenüber</b> der Rezeption.	The toilet is situated _____ the reception.
Das Behandlungszimmer ist <b>einen Stock höher, über</b> der Rezeption.	The treatment room is <b>one level above, on top of</b> the reception.
Das Röntgenzimmer ist <b>hinter</b> dem Labor.	The X-ray room is <b>behind</b> the lab.

# Eye tests in a basic eye exam

**TASK A: Please find the correct titles from the list below for the tests!**

## ***RETINOSCOPY (x2)- VISUAL ACUITY TEST - REFRACTION TEST (x2)***

1. \_\_\_\_\_

This test is probably what you think of when you picture yourself at the eye doctor. Using one eye at a time, you'll read letters from a sign that is positioned a specific distance away from you. Your optometrist uses your responses to determine how each eye's vision level compares to standard 20/20 vision.

2. \_\_\_\_\_

When you imagine an eye appointment, do you picture yourself looking into a thick instrument with numerous lenses and dials? That machine is called a phoropter, and your optometrist uses it to conduct a retinoscopy. A \_\_\_\_\_ allows the optometrist to approximate your optimal lens prescription. As you gaze through the phoropter, the eye doctor flips different lenses in front of your eyes. You focus on a prominent object in front of you (often the "E" on the top row of an eye chart). The optometrist shines a light into your eyes and watches how the light affects your eyes with different lenses.

3. \_\_\_\_\_

Along with a retinoscopy, a \_\_\_\_\_ determines your eyeglass prescription. You also gaze into the phoropter and look at the eye chart on the opposite wall during this vision test.

Throughout the test you see a series of lens pairs. The optometrist repeatedly asks you which of two lens options lets you see more clearly. Based on your answers, the optometrist determines whether your eyes are nearsighted, farsighted, or affected by astigmatism. This test may also show that you don't need prescription vision correction.

4. KERATOMETRY TEST

**TASK B: Please fill in the gaps from the list below!**

***shape – detect – cornea – astigmatism - adjusts***

This test measures the shape and curve of the outside of the eye, known as the \_\_\_\_\_. The cornea's shape affects how your light perceives and reflects light. Some people have corneas with steep or elongated curves, which results in a condition known as \_\_\_\_\_. Optometrists use keratometry tests to \_\_\_\_\_ astigmatism.

During a keratometry test, you gaze into a special machine. Your eye doctor \_\_\_\_\_ the machine so it aligns with your eye. Then the optometrist reads the machine's measurements, which indicate your cornea's \_\_\_\_\_.

## 5. PERIPHERAL VISUAL FIELD TEST

*Please fill in the gaps from the list below!*

*center - visual field – peripheral – focus – indicate - vanish*

While people tend to focus on whatever our eyes look directly at, we can also see objects on the sides of our field of vision. This viewing area is known as our \_\_\_\_\_ vision. Visual field tests evaluate our peripheral vision.

Several types of peripheral visual field tests exist. They include the following:

- Automated perimetry. You look into a special machine and \_\_\_\_\_ on a spot in the center. You press a button any time you see a light flash in your peripheral vision.
- Tangent screen exam. You focus on a target at the \_\_\_\_\_ of a screen. Your eye doctor moves objects in and out of your peripheral vision, and you \_\_\_\_\_ when you can first see them and when they \_\_\_\_\_ from your field of view.
- Confrontation visual field exam. Your eye doctor sits opposite you and moves his or her hand into and out of your peripheral vision. You say when you see the hand and how many fingers your optometrist is holding up.

Each test allows an optometrist to identify gaps in your peripheral vision and determine the size of your \_\_\_\_\_.

## 6. INTRAOCULAR PRESSURE MEASUREMENT

*Please fill in the gaps from the list below!*

*closing – anesthetic – glaucoma – measures – fluid - precise*

An intraocular pressure test measures the force or pressure created by the \_\_\_\_\_ in your eyes. An abnormal level of eye pressure can be a warning sign of \_\_\_\_\_.

The machine that tests for glaucoma sends a quick puff of air at your open eye. The puff of air briefly surprises you, so your eye reacts by \_\_\_\_\_. The machine then \_\_\_\_\_ your eye pressure based on your reaction and your eye's resistance to the pressure from the air puff.

Your optometrist may perform a manual intraocular pressure measurement as well to get a more \_\_\_\_\_ reading. This test uses special instruments that gently touch your eye to measure the internal pressure. Before the test, the optometrist will apply \_\_\_\_\_ eye drops to ensure you don't feel the instruments during the test.

These descriptions of common eye tests should make it clear that eye exams are simple and painless. Make regular visits to a local eye doctor so your eyes can receive these important tests. If your optometrist performs additional tests at your appointment, ask him or her to explain them.

## Instructions about examinations and treatments

Öffnen Sie Ihre Augen!	Open your eyes!
Schließen Sie Ihre Augen!	Close your eyes!
Decken Sie bitte das linke/rechte Auge mit der Hand ab!	Please cover your left/right eye with your hand!
Schauen Sie nach oben/unten!	Look up/ down!
Schauen Sie nach links/rechts!	Look to the left/right!
Nehmen Sie Ihre Brille/Kontaktlinsen ab!	Remove your glasses/contact lenses!
Bewegen Sie nur Ihre Augen, nicht den Kopf!	Only move your eyes, not your head!
Blinzeln Sie!	Blink/Squint!
Setzen Sie sich!	Sit down!
Sitzen Sie gerade!	Sit upright!
Blieben Sie ruhig sitzen!	Sit still!
Beugen Sie Ihren Kopf nach hinten!	Bend your head backwards!
Bewegen Sie sich jetzt einmal nicht!	Don't move just now!
Bitte warten Sie draußen!	Please wait outside!
Tragen Sie bitte keine Linsen drei Tage vor der Untersuchung!	Please don't wear your lenses three days before the examination!

## Back in the waiting room again

**Peter has been waiting for his eye tests patiently.**

**He is quite hungry and a bit nervous. He's somewhat worried.**

Karin: Mr. Hopkins, please.

Peter: Oh, is it my turn already?

Karin: Yes, please follow me to the examination room, Mr. Hopkins. My colleague anton needs to conduct some tests with you.

Peter. O.K. I hope it won't hurt. I'm a bit nervous, you know.

Karin: Don't worry Mr. Hopkins. It will be over in no time. It doesn't hurt at all.

Peter: Oh well, it can't be helped, I guess.

## Calming down a patient – einen Patienten beruhigen

Das wird nicht lange dauern.	It won't take long.
Das wird gar nicht weh tun.	It won't hurt at all.
Es besteht kein Grund zur Sorge.	There is no need to worry.
Es ist gleich vorbei.	It's over in a second.
Sie müssen jetzt etwas tapfer sein.	You must be a little brave now.
Bitte geben Sie Bescheid, falls Sie Schmerzen haben.	Please let me know if you have any pains.
Alles ist gut.	Everything is fine.
Es wird vielleicht etwas kalt.	It might get a bit cold.
Sie spüren vielleicht einen kleinen Druck.	You might feel a little pressure.
Bitte beruhigen Sie sich!	Please calm down!
Bitte regen Sie sich nicht zu sehr auf!	Please don't get too upset!
Wir schaffen das.	We'll work it out.
Der Arzt wird mit Ihnen darüber sprechen.	The doctor is going to talk to you about that.
Kann ich Ihnen etwas bringen? Vielleicht ein Glas Wasser?	Can I get you something? Maybe a glass of water?
Soll ich jemanden anrufen?	Shall I call someone?
Sie werden sich bald besser fühlen.	You'll feel better soon.
Machen Sie sich keine Sorgen. Alles ist gut.	Don't worry. Everything is fine.
Wir müssen die Ergebnisse abwarten.	First, we need to wait for the results.
Ich kann Ihre Unruhe verstehen. Ich bin sicher, es geht Ihnen bald besser.	I can understand your distress. I'm sure you will feel better soon.
Der Arzt wird eine Lösung finden.	The doctor will find a solution.

**Please perform a role play and complain about your issues. (Führen Sie ein Rollenspiel durch und beschweren Sie sich über Ihre Anliegen).**

**Please take turns in being the MA and the patient. (Nehmen Sie abwechselnd die Rolle der MFA und der Patientin an).**

<p>You have been waiting for over an hour in the waiting room. You feel upset and under pressure because you need to get back to your workplace.</p>	<p>After taking a blood sample you feel very dizzy and sick. Something must have gone wrong...</p>
<p>You can't stop crying and you are really sad after the doctor gave you a bad diagnosis.</p>	<p>The doctor didn't take enough time for you. You still have a lot of questions...</p>
<p>You are in terrible pains and must see the doctor immediately. But there are many patients ahead of you.</p>	<p>While you are waiting patiently, some of the patients who arrived later than you are asked into the treatment room ahead of you.</p>
<p>The drug the doctor prescribed to you the other day doesn't work. So you return to the practice and complain about it.</p>	<p>The doctor couldn't help you with your complaints. You feel very angry about that.</p>
<p>The doctor wants to refer you to a specialist. You don't want to see another doctor. They just want to earn money with you.</p>	<p>The doctor didn't renew your prescription. You feel annoyed and are not willing to accept this.</p>

Please translate!

to pick up	
prescription	
pharmacy/drug store	
vicinity	
refer	
referral note	
results	
schedule	
bill	
fee	
invoice	
receipt	
sick note	
to sign	

## Saying good bye

Karin: What can I do for you Mr. Hopkins? Have you finished all of your tests?

Peter: Yes, I have. Dr. Schröder asked me to **pick up** my **prescription**.

Karin: Yes, just a minute....here you are. You can hand in the prescription at a **pharmacy**.

Peter: Is there a **drug store** in the **vicinity**?

Karin: Yes. There is a pharmacy at the next corner to the right next to the cinema on your way to the station.

Peter: Thank you. Dr. Schröder also wants me to **refer to** a specialist.

Karin: Yes, that's right. She wants you to see a **neurologist** for an **examination**.

Here is **your referral note**.

Peter: Thank you. And should I come again after seeing the specialist?

Karin: Yes. Please bring all **results** along with you. Do you want to make a new appointment now?

Peter: No, thank you. I'll call in when I know my **schedule**.

Karin: Very well, Mr. Hopkins. Now, I have got your **bill** right here

Mr. Hopkins. The **consultation** today comes up to 130 €.

Peter: OK. Could you please give me an **invoice** and a **receipt**?

Karin: Yes of course, here you are.

Peter: I also need a **sick note** for my boss, if you don't mind.

I had to take time off the office to come here today.

Karin: Sure, no problem, I'll get Dr. Schröder to **sign** it....Here you are, Mr. Hopkins!

Peter: Thank you and goodbye.

Karin: Get well soon!

## Check-out helpers

Bitte vereinbaren Sie einen Termin mit einem Facharzt.	Please make an appointment with a specialist.
Hier ist Ihr Überweisungsschein.	Here is your letter of referral.
Hier ist Ihre Krankschreibung.	Here is your sick note.
Hier ist Ihr Rezept.	Here is your prescription.
Bitte lösen Sie das Rezept in der Apotheke ein.	Please hand in the prescription at the pharmacy.
Hier ist Ihr Behandlungsplan mit der Kostenkalkulation.	Here is your treatment plan including the calculation of cost.
Bitte klären Sie mit Ihrer Krankenkasse die Kostenübernahme.	Please clarify the coverage of costs with your health insurance company.
Möchten Sie einen neuen Termin vereinbaren?	Would you like to arrange a new appointment?
Möchten Sie einen Merktzettel?	Do you want a reminder slip?
Sollen wir Sie an den Termin erinnern?	Do you want us to give you a recall?
Bitte teilen Sie uns mit, falls sich bei Ihren Daten etwas ändert.	Please let us know if there are any changes with your data.
Soll ich ein Taxi rufen?	Shall I call a taxi?
Kann ich sonst noch etwas für Sie tun?	Is there anything else I can do for you?

## Please translate!

medical record	
incapacity certificate	
doctor's letter	
medical certificate	
disabled person's pass	
declaration of consent	
data protection	

## Medical specialists - Fachärzte

<b>allergist or immunologist:</b>	diagnoses and treats allergic conditions like food intolerances and hay fever.
<b>andrologist:</b>	treats male patient's fertility functions and disorders.
<b>anesthesiologist:</b>	administers anesthesia and monitors the patient during surgery.
<b>cardiologist:</b>	treats heart diseases.
<b>chiropractor:</b>	is a back specialist.
<b>dermatologist</b>	treats skin diseases.
<b>dentist:</b>	is a tooth specialist.
<b>diabetologist:</b>	treats patients with insulin resistance and hypoglycemia.
<b>endocrinologist:</b>	treats gland – and hormone related diseases.
<b>ENT specialist:</b>	is specialized in ears, noses and throats.
<b>fertility specialist:</b>	helps patients who have difficulty getting pregnant.
<b>gastroenterologist:</b>	treats stomach disorders.
<b>gynaecologist:</b>	specializes in women's needs.
<b>hematologist:</b>	treats diseases of the blood and blood-forming tissues.
<b>infectiologist:</b>	treats infectious diseases.
<b>internist:</b>	treats internal diseases and disorders.
<b>midwife:</b>	helps women deliver babies in a natural way.
<b>naturopath:</b>	specializes in natural cures and remedies.
<b>neurologist:</b>	treats diseases and disorders of the nervous system.
<b>nephrologist:</b>	treats kidney diseases.
<b>obstetrician:</b>	is a specialist for pregnant women and childbirth.
<b>oncologist:</b>	is a tumor specialist, including cancer.
<b>orthopaedic surgeon:</b>	preserves and restores the function of the musculoskeletal system.
<b>ophthalmologist:</b>	specializes in eye defects, injuries, and diseases.
<b>orthodontist:</b>	deals with the diagnosis, prevention and correction of malpositioned teeth and the jaws.
<b>osteologist:</b>	treats bone diseases.
<b>pediatrician:</b>	is a specialist for babies and children.
<b>physical therapist:</b>	specializes in the body's movement.
<b>podiatrist:</b>	is a foot specialist.
<b>proctologist:</b>	is an expert for colon, rectum and anus.
<b>psychiatrist:</b>	specializes in mental health like paranoia.
<b>psychologist:</b>	advises patients with mental problems.
<b>radiologist:</b>	specializes in imaging tests, like x rays and MRT.
<b>rheumatologist:</b>	is treating rheumatism.
<b>stomatologist:</b>	is specialized in mouth cavity and jaw.
<b>surgeon:</b>	performs operations in the operation theater.
<b>urologist:</b>	diagnoses and treats the male and female urinary tract and the male reproductive system.