



40 Medical problems

2.35 Conversation A At the Drug Store

Pharmacist: May I help you?
Natalie: Yes, do you have anything for a sore throat?
Pharmacist: How long have you had it?
Natalie: It just started yesterday.
Pharmacist: Well, I'd recommend these antiseptic lozenges. They'll relieve the pain.
Natalie: Thank you.
Pharmacist: But if it gets any worse, you should see a doctor.

2.36 Conversation B Emergency dental treatment

Front Desk Clerk: How can I help you?
Consuela: I need a dentist. I've **lost a filling**.
Clerk: How bad is it? There's a dentist **down the road**, but they're closed over the weekends.
Consuela: It's pretty painful! And, I'm traveling to San Francisco **tomorrow**.
Clerk: There **is** a 24-hour emergency dental service downtown. Wait here. I'll call them for you.

2.37 Conversation C At the Medical Center

Wilbur: I'd like to see a doctor, please.
Nurse: Are you a regular patient here?
Wilbur: No, I'm just visiting the area.
Nurse: Can I ask you to complete this form?
We'll need some information about you.



SUFFOLK COUNTY MEDICAL CENTER BOSTON
Request for Emergency Treatment

Name: _____ Sex: _____
Address: _____
City: _____ State: _____ Zip: _____
Telephone: _____
Your doctor's name & address: _____
City: _____ State: _____ Zip: _____
Name of next of kin: _____
Known allergies to drugs: _____
Pre-existing medical conditions: _____
Present complaint: _____
Signature: _____ Date: _____

1 Match the problems with the treatment.

sore throat	after-sun lotion
headache	medicated lozenges
cold	antihistamine cream
a cut	decongestant
an insect bite	painkiller
sunburn	antacid
indigestion	kaolin liquid
upset stomach	Band-aid, antiseptic cream

2 Look at Conversation A and the words in the box above. Role-play similar conversations at the drug store.

3 Look at Conversation B and the words in blue and make similar conversations.

chipped a tooth / a toothache / broken dentures
down the street / uptown / on Birch Street
today / on Sunday / this evening

4 Read and listen to Conversation C. Then, complete the patient registration form for your partner.

Culture File 40 Medical services