



# Unit 1

## Making an Appointment

# Vocabulary



- actually — Actually, our clinic is closed on Friday.
- appointment — Would you like to make an appointment?
- at that time of day — We are usually busy at that time of day.

# Vocabulary



- at the reception desk – You can make your next appointment at the reception desk.
- available – Thursday afternoon is available.
- bring – Could you please bring your X-rays to our office?

# Vocabulary



- deal with – We can deal with that problem later.
- forget – Please don't forget to take your medicine.
- hold on – Can you just hold on a minute?
- hurt – My brother hurt his arm.

# Vocabulary



- incoming call – You have an incoming call.
- in school – Did you learn about that in school?
- in that case – In that case, I will let you write the test next week.

# Vocabulary



- make an appointment – I'd like to make an appointment for Friday.
- on time – It's important to come on time.
- reception – Please give your information to the people at reception.
- remind – Can you remind me when my appointment is?

# Vocabulary



- see a doctor – I don't feel well and need to see a doctor.
- the reason for – The reason for being late is that I had to go to the dentist.
- wart – I got a wart on my foot after I went swimming.

# Reading



- If someone wants to see a doctor, it's customary to make an appointment. Usually, the patient calls a receptionist who asks the patient a number of questions and then gives them some information. For example, the receptionist may ask about the reason for the visit. They might ask questions like, "How long has your arm hurt?" or "Where is the wart?" The receptionist will tell the patient which times are available and may remind them to come on time or not eat or drink before the appointment. When the patient goes to the doctor's office, they present themselves at the reception desk. Then they take a seat in the waiting room until the doctor is ready to see them.



# Dialogue



*Linda works at the reception desk of Dr. Felix's office. It is two minutes to nine but the phone has already started ringing. She answers her first incoming phone call of the day.*

# Dialogue



L:Linda T:Tom

L: Good morning, Doctor Felix's office.  
How may I help you?

T: Hi! I would like to make an appointment to  
see Doctor Felix, please.

L: Has the doctor seen you before?

T: Yes, he's our family doctor.

# Dialogue



L: The next appointment available for Doctor Felix is Wednesday at 10 am. Is that a good time for you?

T: Well, actually, I'm at work at that time of day. Do you have an appointment available any time after 4 pm?

# Dialogue



L: Let me see ... Can you tell me the reason for your visit, please?

T: I have a wart on my foot and it hurts to walk.

L: Well, that's something the doctor can deal with in a short appointment. We have one available on Wednesday at 4 pm.

# Dialogue



T: I will try to make it after work then.

L: May I have your name and healthcare card number?

T: My name is Tom Lee, T-O-M, L-E-E. And my card number is 325-77-66.

# Dialogue



L: So Tom, we'll see you on Wednesday at 4 pm. Please don't forget to bring your healthcare card with you.

T: Oh, yes. Thanks for reminding me.

# Dialogue



L: You will be Dr. Felix's last appointment of the day. So please be on time.

T: Yes, I will. See you on Wednesday.

# Circle the Correct Choice



1. Why does Tom call Dr. Felix's office?

- ☒ a. He wants to make an appointment.
- b. He wants to talk to Linda.



# Circle the Correct Choice



2. Is Wednesday at 10 am a good time for Tom?

☒ a. No, it's not.

b. Yes, it is.

# Circle the Correct Choice



3. When is Tom's appointment on Wednesday?

a. It's at 5:30 pm.

☒ b. It's at 4 pm.

# Circle the Correct Choice



4. What does Tom see the doctor for?

☒ a. He has a wart on his foot.

b. He cannot walk.

# Circle the Correct Choice



5. What does Linda remind Tom to bring ?

a. His insurance card.

☒ b. His healthcare card.

# Vocabulary Exercise



1. Please remind me. What is the reason for his visit?
2. Please call our reception desk to make an appointment.

# Vocabulary Exercise



3. The wart isn't too bad. I think I can deal with it later.

4. My knee hurts when I walk. I can't make it on time.

# Vocabulary Exercise



5. I have an appointment available at 3 pm today. Can you make it?
6. If you can't make it, don't forget to call me and let me know.

# Vocabulary Exercise



7. 9 am isn't too early. It's actually a perfect time for me.
8. Would you mind holding? He is on the other line.



# Vocabulary Exercise



9. Please bring your healthcare card when you come to see Dr. Lou.
10. Please call our reception desk to make an appointment.

# Word Comparison



- appointment vs reservation
- bring vs take
- forget + V-ing vs forget + to V

# Word Comparison



- hurt vs harm vs injure
- on time vs in time
- patient vs impatient
- inpatient vs outpatient

# Patterns and Drill



- May I have your name, please?

phone number

room number

ID number

# Patterns and Drill



- Is this a good time for you?

day  
plan  
room



# Patterns and Drill



- Thank you for reminding me.

helping me  
coming here  
bringing me this



# Patterns and Drill



- It hurts to walk.  
speak  
sit down  
sing



# Patterns and Drill



- Would you mind holding, please?  
reminding me  
telling me  
waiting for me



# Patterns and Drill



- Please don't forget to bring  
your card.  
your lunch  
your DVD  
some money



# Patterns and Drill



- We have an appointment available on Wednesday.

tonight  
tomorrow  
on the third of July



# Patterns and Drill



- I would like to make an appointment.

call Anna

see a doctor

wait here



# Listening and Speaking Practice



1. 11:10

2. 6:30

3. 3:55

4. 2:11

5. 10:15

6. 12:30

7. 12:00

8. 00:40

9. 1:07

10. 1:45

11. 7:00

12. 9:45