

## The Medical Industry 3



### Warm up

- What kind of administrative tasks do you think are involved in running a hospital?
- What are the duties of a hospital receptionist? Are they different now to 30 years ago?
- What hard and soft skills should a hospital receptionist have?
- What challenges do you think hospital receptionists might face in their job?



### 1. Read Mary's description of her role as a hospital receptionist and answer the following questions.

*I've worked as a hospital receptionist for more than 20 years, and during that time, my job has changed significantly. When I first started, I mainly used paper files and appointment books, and we didn't have the same level of technology we do now. However, things have changed, and we now use electronic medical records and online scheduling systems that have made our job more efficient. I've also noticed that we've had to adapt to new policies and procedures, such as enhanced security measures, to ensure the safety of patients and staff.*

*As for the soft skills required for this job, they've remained largely the same over the years. Hospital receptionists need to be compassionate and empathetic, as they're often the first point of contact for patients and their families. They also need to be good communicators, as they're responsible for relaying information to patients, families, and healthcare professionals. However, I think that over time, the importance of these skills has become more apparent. As technology has advanced, there's been a shift towards a more patient-centred approach, and receptionists are now expected to play a more active role in promoting patient satisfaction and engagement.*

*Looking back, I'm proud of the work I've done as a hospital receptionist over the past 20 years, and I'm excited to see how the job will continue to evolve in the future.*

1. How has the role of a hospital receptionist changed in the past 20 years? *Technology has improved, so we use electronic records and online scheduling systems now. We also have to follow new security measures to keep patients and staff safe.*
2. What kind of tasks did hospital receptionists do more of in the past? *They used to rely on paper files and appointment books, so they spent more time handling paperwork and scheduling appointments manually.*
3. What are some of the new tasks that hospital receptionists have to do now? *They have to learn and use new technology, like electronic records and scheduling systems. They also have to follow new security procedures to keep everyone safe.*
4. What are some important soft skills that hospital receptionists need to have? *They need to be compassionate, empathetic, and good communicators. We're often the first point of contact for patients and their families, so it's important to be patient and helpful.*
5. Have the soft skills needed for the job changed over the years? *The skills we need have remained largely the same, but their importance has become more apparent. With a more patient-centered approach, we're expected to be more actively engaged in promoting patient satisfaction.*



### Past Simple

- *Regular Past Simple verbs usually end in -ed.*

For example: I worked in the gynaecology department after I graduated

- *Irregular verbs do not end in -ed.*

For example: My GP gave me a sick note for three days off work.

- *Negatives use the auxiliary verb 'did' + 'base form'*

For example: I didn't have any time yesterday.

- *The past of 'be' (am/is/are) is was/were*

For example: They were in the waiting room.

- *Negatives with the verb 'be' + 'not'*

For example: She wasn't in the office.



## 2. Complete the sentences in the past simple.

1. The doctor \_\_\_ *diagnosed* \_\_\_ (diagnose) the patient with a rare condition.
2. The patient \_\_\_ *felt* \_\_\_ (feel) much better after receiving the treatment.
3. We \_\_\_ *administered* \_\_\_ (administer) the medication at the scheduled time.
4. The surgery \_\_\_ *took* \_\_\_ (take) longer than expected.
5. The nurse \_\_\_ *checked* \_\_\_ (check) the patient's vital signs every hour.
6. The patient \_\_\_ *didn't recover* \_\_\_ (not/recover) quickly after the surgery.
7. The hospital \_\_\_ *implemented* \_\_\_ (implement) new safety protocols.
8. The patient's family \_\_\_ *was* \_\_\_ (be) in the waiting room.
9. The doctor \_\_\_ *ordered* \_\_\_ (order) more tests to find the cause of the symptoms.
10. The nurse \_\_\_ *didn't explain* \_\_\_ (not/explain) the procedure to the patient before beginning.
11. The patient \_\_\_ *didn't experience* \_\_\_ (not experience) any complications during recovery.
12. The hospital \_\_\_ *didn't have* \_\_\_ (not have) enough staff.
13. The doctor \_\_\_ *was* \_\_\_ (be) on vacation during the patient's hospital stay.
14. The patient's condition \_\_\_ *didn't improve* \_\_\_ (not improve) despite multiple treatments.
15. The nurse \_\_\_ *wasn't* \_\_\_ (not/be) very attentive to the patient's needs.



### 3. Work in pairs and discuss the following.

- What did you study? Where did you study?
- What was your first job in the medical industry? What were your duties? Did you enjoy it?
- Why did you decide to become a medical professional?
- Did you attend any medical conferences last year? If so, what were they about?
- Describe your last day at work. What did you do?
- What did you do after work?



### 4. Work in pairs and follow the instructions below.

Research a famous person from the list below or someone else who worked in the medical industry in the past and present the information to your class. Consider the following points.

Marie Curie	Joseph Lister	Elizabeth Blackwell	Sigmund Freud
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- Their name.
- Where they were from.
- What they did.
- Why they are famous.

For example:

*I have chosen Florence Nightingale, was a famous British nurse who worked in the medical industry in the past. Florence was born in Florence, Italy in 1820, but grew up in England. She is famous for her work during the Crimean War, where she and her team of nurses helped to improve the conditions for wounded soldiers. Florence was passionate about nursing and worked to professionalize the field by establishing nursing schools and advocating for better training and conditions for nurses. She is often referred to as the "Lady with the Lamp" because she made rounds at night to check on her patients and carried a lamp to light her way. Florence Nightingale is a well-known figure in the medical industry and is considered the founder of modern nursing.*

## Past Simple Questions

- *Use the auxiliary verb 'did' + 'base form'*

For example: Did you take your medication?

When did she have the first symptoms?

The verb 'be':

- *Exception: Do no use the auxiliary verb 'did' with the verb 'be'.*

For example: How were you yesterday?



### 5. Complete the following questions with the correct auxiliary verb.

1. \_\_\_ *Did* \_\_\_ you check the patient's blood pressure yesterday?
2. What \_\_\_ *was* \_\_\_ the patient in for?
3. \_\_\_ *Did* \_\_\_ you attend the medical conference last month?
4. What \_\_\_ *were* \_\_\_ the results of the test?
5. How \_\_\_ *was* \_\_\_ the patient's condition when they arrived at the hospital?
6. \_\_\_ *Did* \_\_\_ the lab results show any abnormalities?
7. Where \_\_\_ *was* \_\_\_ the patient's family during the surgery?
8. What \_\_\_ *was* \_\_\_ the diagnosis for the patient's symptoms?
9. \_\_\_ *Did* \_\_\_ the patient complain of any pain or discomfort?
10. \_\_\_ *Were* \_\_\_ there any visitors allowed?



6. Work with a partner and take turns asking and answering past simple questions about a recent activity you did in your free time outside of work. Look at the prompts below for ideas and ask as many questions as possible.

Here are some sample questions:

- *Where did you go on your last holiday?*
- *What did you do last weekend?*
- *Who did you go with?*

At the end of the activity share some things you learned about your partner with the class.



Your first job	Last weekend
Your last holiday	Your last birthday
A book you read	Last night
10 years ago	Your first pet