



REAL ENGLISH *for*

NURSES

advanced

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Plan of the Book

Unit	Topic	Situations	Practical Knowledge
01	Admission to a Hospital Unit	<ul style="list-style-type: none"> • Introductions • Hospital Policies • Vital Signs • Alcohol and Smoking History 	<p>Language</p> <ul style="list-style-type: none"> • Talking about vital signs results • Talking about alcohol intake <p>Culture</p> <ul style="list-style-type: none"> • How to address patients <p>Nursing</p> <ul style="list-style-type: none"> • Terminology for vital signs • Temperature and blood pressure
02	Hospital Life and Adjusting to the Unit	<ul style="list-style-type: none"> • Asking About Dietary Restrictions • Giving Directions • Preparing for Procedures (NPO) • Going Outside the Hospital 	<p>Language</p> <ul style="list-style-type: none"> • Giving directions <p>Communication</p> <ul style="list-style-type: none"> • Clarification and repetition <p>Culture</p> <ul style="list-style-type: none"> • Dietary preferences and restrictions
03	Phone Conversations	<ul style="list-style-type: none"> • Making an Appointment • Incorrect Number and Transferring a Phone Call • Talking to a Doctor on the Phone • Talking to Distant Family Members on the Phone • Calling for Urgent Tests • Clarifying Information on the Phone 	<p>Language</p> <ul style="list-style-type: none"> • How to tell time <p>Communication</p> <ul style="list-style-type: none"> • Basic phone etiquette expressions • Spelling names on the phone <p>Culture</p> <ul style="list-style-type: none"> • Verbal/telephone orders <p>Nursing</p> <ul style="list-style-type: none"> • Privacy and confidentiality
04	Conversations With Doctors	<ul style="list-style-type: none"> • Discussing a Patient's Condition • Discussing a Patient's Plan of Care • Discussing a Patient's Discharge Plan • Discussing a Patient's Code Status 	<p>Nursing</p> <ul style="list-style-type: none"> • The importance of care plans • Code status

Unit	Topic	Situations	Practical Knowledge
05	Nursing Shift Report (1)	<ul style="list-style-type: none"> Starting a Shift Report Discussing a Patient's Mobility and Assistance Discussing a Patient's Respiratory Status Discussing a Patient's Diet 	<p>Nursing</p> <ul style="list-style-type: none"> How to start a shift report LOC: a measure of a patient's neurological status Level of mobility and assistance with ADLS Types of diets with different textures
06	Nursing Shift Report (2)	<ul style="list-style-type: none"> Post-Operative Care (1): Basic Information, Medication, Mobility Post-Operative Care (2): Wound Care Diabetes: Hyperglycemia and Hypoglycemia Urinary and Bowel Elimination 	<p>Nursing</p> <ul style="list-style-type: none"> Describing wounds Hyperglycemia and hypoglycemia
07	Medication Administration	<ul style="list-style-type: none"> Oral Medication Intramuscular, Subcutaneous, and Topical Medication Sublingual and Intravascular Medication Handling a Medication Error 	<p>Nursing</p> <ul style="list-style-type: none"> Things to check before giving medication When patients do not take their medication What to do for minor medication errors
08	Pain Management	<ul style="list-style-type: none"> Pain Assessment (1) Pain Assessment (2) Pain Medication for Exercise and Treatment Monitoring Pain Medication 	<p>Language</p> <ul style="list-style-type: none"> Expressing and describing pain <p>Nursing</p> <ul style="list-style-type: none"> Pain assessment scales Things that may help ease pain Questions to assess patients' pain Pain management for physiotherapy and wound care

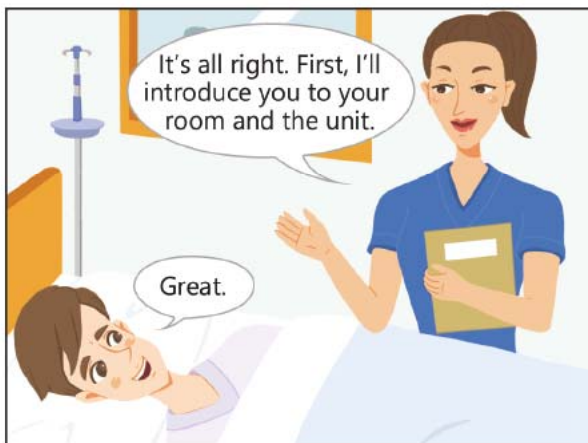
Unit	Topic	Situations	Practical Knowledge
			<ul style="list-style-type: none"> • Following up on the side effects of medication • Monitoring the effectiveness of pain medication
09	Palliative Patients	<ul style="list-style-type: none"> • Comfort Care for Unconscious Patients • Pain Assessment for Palliative Patients • Communicating With Palliative Patients • Communicating With Family Members 	<p>Communication</p> <ul style="list-style-type: none"> • Nonverbal signs and symptoms of pain • Communication skills for palliative patients <p>Nursing</p> <ul style="list-style-type: none"> • What is comfort care? • Post-mortem care: after patients pass away
10	Geriatric Patients	<ul style="list-style-type: none"> • General Conversations With Elderly Patients • Assessing Swallowing Problems • Dealing With Confused Patients 	<p>Communication</p> <ul style="list-style-type: none"> • Talking with elderly patients <p>Nursing</p> <ul style="list-style-type: none"> • Giving elderly patients choices • Handling confused patients' behavioral problems
11	Pediatric Patients	<ul style="list-style-type: none"> • Medication Administration • Talking to Parents in the Pediatric Unit • Pain Assessment for Pediatric Patients • Conversation for Medical Procedures 	<p>Nursing</p> <ul style="list-style-type: none"> • Administering medication to pediatric patients • How to assess pain for pediatric patients • Talking to pediatric patients about procedures
12	Transfer and Discharge	<ul style="list-style-type: none"> • Informing a Patient About a Unit Transfer • Giving a Report to the Receiving Unit • Discharge Teaching • Discharging a Diabetic Patient 	<p>Nursing</p> <ul style="list-style-type: none"> • Giving reports for transfers

1

Admission to a Hospital Unit

Preview

Look at the pictures. Then, guess what you are going to learn in this unit.



Patients do not know everything about the hospital. When patients are * admitted, it is the nurses' role to **introduce** them to the hospital. For example, they should be able to **explain hospital policies** to their patients. A good introduction will help the patients * get adjusted to the hospital.

* **admitted**: taken into a hospital

* **get adjusted**: to get used to a new situation

Talk about the following questions in your class.

- What are the first things for a nurse to do when a new patient comes in?
e.g. taking the patient's vital signs, finding out the patient's alcohol and smoking history
- What kinds of hospital policies do you know?
e.g. cellular phones, patient privacy, patient rights, safety drills, smoking, etc.
- Why are hospital policies important?



Conversation 1 Introductions

Listen to the conversation. Then, practice with your partner.

01

- N** Hello, Mr. Baker. ¹How are you doing?
- P** I feel great. How about you?
- N** ²I'm doing great as well. My name is Rachel, and I will be your nurse today.
- P** Okay, Rachel. Can I ask you where I am?
- N** ³You are in the medical ¹unit at Hope ²Regional Hospital.
- P** Am I going to ³stay in this room?
- N** Yes, Mr. Baker. ⁴You are going to stay here for the next few days.
- P** I see. By the way, you can call me Kevin.

N Nurse **P** Patient



- 1 unit** (n.) a ward; a department in a hospital **2 regional** (adj.) relating to a particular area
3 stay (v.) to remain in a place

Speaking Exercise

Practice the conversation again. Replace the numbered sentences above with the expressions below.

1

How do you feel?
Are you doing okay?
Do you feel all right?

2

I'm doing great, too.
I'm also doing well today.
I feel great today.

3

This is the medical unit at Hope Regional Hospital.
You are currently in the medical unit located at Hope Regional Hospital.
You have been admitted to the medical unit at Hope Regional Hospital.

4

This is going to be your room for the next few days.
You will stay here for a few days.
This is the room you will be staying in for the next few days.



Culture Tip How to Address Patients

In North America, patients can call nurses by their first names. Nurses can also call patients by their first names. However, some older patients might want to be *addressed with proper titles (Mr., Mrs.), for example, Mrs. Ross.

* address: to talk to



Conversation 11 Hospital Policies

Listen to the conversation. Then, practice with your partner.



P Hello, Anna. Where can I have a smoke?

N Nurse P Patient

N We have a no-smoking ¹policy at the hospital. You must go outside the hospital to smoke.

P Really? Oh, well, then . . .

N Are you interested in ²quitting smoking? We have a nicotine ³replacement therapy at the hospital.

P What is the nicotine replacement therapy?

N It is one of the hospital's policies. If you want to quit smoking, we can give you some nicotine gum or a nicotine patch daily.

P I should probably quit smoking. Could I have some nicotine gum now?

N No problem. I'll bring some nicotine gum soon.



- 1 **policy** (n.) a set of plans about what to do in particular situations
- 2 **quit** (v.) to stop doing something
- 3 **replacement** (n.) the process of making something take the place of another

Listening Exercise

Listen to the three hospital policies. Which picture is about each policy? Write the correct letter.

03 1 _____

04 2 _____

05 3 _____



Conversation III Vital Signs

Listen to the conversation. Then, practice with your partner.



N Hello, Jacob. I'm going to take your vital signs.

N Nurse **P** Patient

P Sure, Julie.

N This is a thermometer. Please keep the ¹probe under your tongue. (²Temperature)

P Like this?

N Great. You can open your mouth now. I am going to take your blood pressure and pulse next. I'm going to wrap this around your right arm. (Blood Pressure & Pulse)

P All right. Will it hurt?

N You will feel some pressure on your arm. Let me know if it hurts . . . It's done.

N Can you give me your finger so I can put this probe on it? (³Oxygen Saturation)

P Here.

N I will take everything off now.

P How does it look?

N Everything looks good. Your temperature is 36.7 degrees Celsius. Your blood pressure is 120 over 90. That is normal. Your pulse is 75. Your oxygen saturation is 98%.



1 probe (n.) a device used to measure the body's oxygen saturation; can be clipped to the finger or ear

2 temperature (n.) the measure of how warm or cold the body is also called "temp" for short; e.g., You temp is 36.5 degrees Celsius.

3 oxygen saturation (n.) how much oxygen there is in the blood; a normal range from a pulse oximeter is usually 95-100% for healthy adults



Nursing Tip Temperature and Blood Pressure

The temperature varies depending where it is taken. A temperature measured in the **ear** or **rectum** is slightly **higher** than the temperature measured by **mouth**, whereas a reading taken in the **armpit** is slightly **lower** than an **oral temperature**.

Blood pressure is a measurement of the pressure of the blood as it circulates through the body.

A blood pressure reading contains **two numbers**. The top number indicates the **systolic pressure**, or the pressure measured in your arteries when your heart is beating. The bottom number indicates

the **diastolic pressure**, or the pressure measured between beats, when your heart is at rest. Normally, systolic pressure is higher than diastolic pressure.

Language Tip Talking about Vital Signs Results

General Results

- Everything looks good.
- It's all good.
- Your temperature, blood pressure, pulse, and oxygen saturation look good.
- Your vital signs look fine.
- The numbers look great.

Temperature

- Your temperature is 36.7 degrees Celsius.
- You have a temperature of 36.5 degrees Celsius.
- You don't seem to have a temperature (fever). It's 37 degrees Celsius.
- It's 37.2 degrees. In Fahrenheit, that's close to 99 degrees.



Blood Pressure and Pulse

- Your blood pressure is 120 over 90. Your pulse is 83.
- Your BP is 100 over 90. Your pulse is 78.

Oxygen Saturation

- Your saturation number is 97.
- Your saturation is 99.
- Your O2 saturation is 95.
- Your oxygen is 92.

Writing Exercise Learn the different ways of saying blood pressure numbers. Then, write down the blood pressure numbers on the pictures the way they sound.

120/90

one twenty over ninety
one hundred twenty over ninety

108/70

one oh eight over seventy
one zero eight over seventy
one hundred eight over seventy





Nursing Tip

Terminology for Vital Signs

Oxygen Saturation	the percentage of oxygen in the blood; can be shortened to "O2 ("oh two") sats" or "sats"
Pulse Oximeter	a device used to measure oxygen saturation
Hypertension	abnormally high blood pressure; usually over 140/90
Hypotension	abnormally low blood pressure; usually below 90/60
Tachycardia	an increased pulse rate of over 100 beats per minute
Bradycardia	a decreased pulse rate of below 60 beats per minute

Conversation IV Alcohol and Smoking History

Listen to the conversation. Then, practice with your partner.



N Hello, Adam. I have some questions about your alcohol and smoking ¹history.

N Nurse **P** Patient

P Hi, Emily.

N I will just close the curtain to give us some privacy. So how often do you drink?

P I ²drink socially with my friends. Probably once or twice a week.

N How much do you drink in a week?

P About five cans of beer.

N Do you smoke, Adam?

P Yes, I do.

N How many cigarettes do you smoke?

P About a pack a week. I don't smoke every day.

N Okay. Thank you, Adam.



1 history (n.) events that happened in the past

2 socially (adv.) to drink alcohol mostly with one's friends or in social situations

**Language Tip** Talking About Alcohol Intake

- I drink about three cans of beer.
- I drink four bottles of beer.
- I drink a glass of wine.
- I drink two shots of hard liquor (e.g., whiskey).

**Speaking Exercise**

Interview your partner by using the questionnaire below. Then, write your partner's answers on the form.

New Patient Admission Questionnaire: Substance Use History***Smoking***

1. Do you smoke cigarettes?

Yes No

2. If yes, how long have you been smoking?

(e.g., I have been smoking for 2 years/months/days.)

3. (*For yes*) What is the total number of cigarettes you smoke in a day?

(e.g., I smoke 2 cigarettes a day. / I smoke one pack a day.)

4. If you are currently not smoking, when was the last time you smoked?

(e.g., I stopped smoking 3 weeks/months/years ago. / I stopped smoking in 2012.)

5. Have you ever tried to stop smoking? How many times have you tried?

(e.g., I tried to stop smoking in 2012. I have tried to stop smoking 3 times.)

6. Are you interested in stopping smoking?

Yes No

Alcohol

1. Do you drink alcohol?

Yes No

2. How often, on average, do you drink alcohol?

(e.g., I drink a six-pack of beer in a week.)

3. How much alcohol do you drink at a time?

(e.g., I drink 3 glasses of wine every day.)

4. Have you ever thought that you drink too much alcohol?

Yes No

5. Have you ever thought about stopping drinking or drinking less?

Yes No

6. Do you feel bad or guilty about drinking?

Yes No

A Hospital Policies (Conversation II)

Role-play with your partner. Then, change roles and do the activity again.

Student A You are the patient. Pick one of the hospital policies below. Then, ask the nurse questions about that policy.

- Drinking alcohol
- When there is an emergency (fire, earthquake, etc.)
- Patients' rights and privacy
- Smoking
- Visiting policy
- Patient privacy and confidentiality



Student B You are the nurse. Answer the patient's questions about the hospital policy.

B Vital Signs (Conversation III)

Role-play with your partner. Then, change roles and do the activity again.

Student A You are the nurse. Explain the process of taking vital signs and describe the results to the patient. Use one of the three sets of vital signs below. You can start with "Hello, (patient's name). I'm going to take your vital signs."

Student B You are the patient. Ask the nurse questions about the procedures and the results.



	Temperature	Blood Pressure, Pulse	Oxygen Saturation
1	36.7	160/120, 99	96%
2	38.3	129/65, 80	89%
3	36.4	99/59, 100	99%

2

Hospital Life and Adjusting to the Unit

Preview Look at the pictures. Then, guess what you are going to learn in this unit.



Even nurses have a difficult time adjusting to the hospital when they start working. Now imagine how hard it must be for patients. Therefore, nurses should help patients adjust easily to the unit. **Paying attention to patients' * dietary restrictions** and **explaining procedures** to the patients are especially important.

* dietary restrictions: some foods that you cannot eat due to specific reasons

Talk about the following questions in your class.

- If you were the nurse in the story above, what would you do to avoid the mistake that she made?
- What are some routines that patients typically have at hospitals?
- What can nurses do to help patients get adjusted to the hospital environment?

