Goals for this lesson:
Below are some of the goals of this module. Which ones are your goals too? Check (√) them.

☐ describe your feelings
☐ understand a voicemail message
☐ learn new vocabulary
Lesson One: Making Appointments

Reading and Writing Practice

Before You Read!

Look at the pictures (A-D) and answer the questions.

Who do you see in these pictures?

Where are they?

Who is the man calling? Why?

Vocabulary Review

- doctor
- doctor’s office
- appointment
- emergency
- voicemail
- phone call
- feel sick
- ill
- happy
- nervous
- upset
- scared
Questions

In your country:

1. Why do you call a doctor’s office?

2. Who answers the phone when you call the doctor – a person or a machine?

3. When you call the doctor’s office…
   What do you say?
   Is it easy or difficult?
   How do you feel (nervous, scared, happy)?

In the United States:

4. Do you make appointments with the doctor?

5. When you call the doctor’s office…
   What do you say?
   Is it easy or difficult?
   How do you feel (nervous, scared, happy)?
Grammar Tip: Simple Present Tense

The To Be Verb

<table>
<thead>
<tr>
<th>Subject</th>
<th>Simple Present Tense</th>
<th>Subject</th>
<th>Simple Present Tense</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>am nervous.</td>
<td>We</td>
<td>are nervous.</td>
</tr>
<tr>
<td>You</td>
<td>are nervous.</td>
<td>You</td>
<td>are nervous.</td>
</tr>
<tr>
<td>He/she/it</td>
<td>is nervous.</td>
<td>They</td>
<td>are nervous.</td>
</tr>
</tbody>
</table>

Regular Verbs (feel, call)

<table>
<thead>
<tr>
<th>Subject</th>
<th>Simple Present Tense</th>
<th>Subject</th>
<th>Simple Present Tense</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>feel nervous.</td>
<td>I</td>
<td>always call the doctor.</td>
</tr>
<tr>
<td>You</td>
<td>feel scared.</td>
<td>You</td>
<td>call the doctor sometimes.</td>
</tr>
<tr>
<td>He/she</td>
<td>feels angry.</td>
<td>He/she</td>
<td>calls the doctor often.</td>
</tr>
<tr>
<td>We</td>
<td>feel fine.</td>
<td>We</td>
<td>call the doctor once a month.</td>
</tr>
<tr>
<td>You</td>
<td>feel okay.</td>
<td>You</td>
<td>call the doctor once a week.</td>
</tr>
<tr>
<td>They</td>
<td>feel comfortable.</td>
<td>They</td>
<td>never call the doctor.</td>
</tr>
</tbody>
</table>
Fill in the blanks with the correct form of the verb:

1. I __________ (be) angry.

2. He __________ (be) nervous.

3. She __________ (be) hungry.

4. You __________ (be) thirsty.

5. They __________ (be) sad.

6. We __________ (be) happy.

7. You __________ (feel) angry.

8. I __________ (call) my daughter once a week.

9. She __________ (feel) okay.

10. They __________ (call) me every day.

Reading One: Calling the Doctor’s Office
Now, please read the story and then answer the questions with your classmates and your teacher.

I call the **doctor** often. Sometimes I hear a **voicemail** message. The message says, “The **doctor’s office** is closed. If you want….press 1…press 2.” I do not understand. I get **upset**. I do not know what to do. My English is not good.

**Answer the questions:**

1. What happens to the man when he calls the doctor?

2. How does the man feel?

3. How do you feel when this happens to you? **Circle** the words that describe how **you** feel.

   - angry
   - scared
   - nervous
   - worried
   - comfortable
   - okay
   - fine

**Writing Practice:**
Now, write about how you feel when you talk to your doctor:

When I call the doctor I feel...
Goals for this lesson:
Below are some of the goals of this module. Which ones are your goals too? Check (√) them.

- [ ] understand a voicemail message
- [ ] learn new vocabulary
- [ ] describe why you call the doctor
- [ ] make an appointment

People call the doctor for many reasons. Why do you call the doctor?
<table>
<thead>
<tr>
<th>Option</th>
<th>Sentence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule an Appointment</td>
<td>You feel sick and need to see a doctor</td>
</tr>
<tr>
<td>Confirm an appointment</td>
<td>Ask a question about a bill</td>
</tr>
<tr>
<td>Ask the doctor a question</td>
<td>Request a prescription refill</td>
</tr>
<tr>
<td>Change an appointment</td>
<td>Ask the nurse a question</td>
</tr>
<tr>
<td>Request a referral</td>
<td>Talk about an emergency</td>
</tr>
</tbody>
</table>

### Vocabulary Review

*Review these words and expressions with your classmates and teacher.*

<table>
<thead>
<tr>
<th>VOCABULARY WORD</th>
<th>MEANING</th>
<th>SENTENCE</th>
</tr>
</thead>
</table>

ESL Health Unit/Advanced Beginning, Unit One: The Doctor’s Office
<table>
<thead>
<tr>
<th>Referral</th>
<th>a permission form to see another doctor</th>
<th>I need a referral to see the doctor.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill</td>
<td>amount of payment for doctor’s services</td>
<td>I have to pay my bill.</td>
</tr>
<tr>
<td>Prescription</td>
<td>note from doctor for medicine</td>
<td>I need a prescription for my pain.</td>
</tr>
<tr>
<td>Refill</td>
<td>note from doctor for more of the same medicine</td>
<td>I don’t have anymore medicine. I need a refill.</td>
</tr>
</tbody>
</table>

**Review these phrases with your classmates and teachers.**

<table>
<thead>
<tr>
<th>PHRASES</th>
<th>MEANING</th>
<th>SENTENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>To schedule an appointment</td>
<td>to make an appointment</td>
<td>Patient: I need to schedule an appointment for Monday.</td>
</tr>
</tbody>
</table>
| To confirm an appointment | to find out when your appointment is | Patient: I need to confirm my appointment.  
Secretary: Your appointment is at 5:00 p.m. on Monday. |
|---------------------------|-------------------------------------|-----------------------------------------------------------------|
| To change an appointment  | to choose a new time or date        | Patient: I need to change my appointment.  
Secretary: When would you like to come in?  
Patient: Can I come in next week?  
Secretary: That is fine. You can come in next Tuesday at 10:00 a.m. |
| To request a referral     | to ask for a paper so that you can see another doctor | Patient: I need a referral to see another doctor.  
Secretary: What doctor do you need to see?  
Patient: A heart specialist. |
To request a prescription refill to ask for more medication

Patient: I need a prescription refill.
Secretary: What medicine are you taking?
Patient: Motrin.

To stay on the line To wait on the phone for someone to answer

“Please stay on the line and someone will be with you soon.”

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Listening One: Voicemail Message

Listen to the following voicemail message from a doctor’s office.
Hello. You have reached the Health Center Plus. Please choose from the following options. Listen carefully. If this is an emergency, press 1. If you want to schedule, change, or confirm an appointment, select 2. If you want to refill a prescription press 3. If you want to request a referral, press 4. If you are sick and you wish to speak to the nurse press 5. If you have a question about a bill press 6. If you are calling from a rotary phone, please stay on the line for the next available representative.

Now listen again and write the number for each choice.

| ___ Schedule an Appointment | ___ You feel sick and need to see a doctor |
| ___ Confirm an appointment | ___ Ask a question about a bill |
| ___ Ask the doctor a question | ___ Request a prescription refill |
| ___ Change an appointment | ___ Ask the nurse a question |
| ___ Request a referral | ___ Emergency |

After you have written a number beside each reason, share your answers with your classmates and your teacher.

**Listening Two: Making an Appointment**

*Listen to the conversation.*

Why does the patient call the doctor’s office?
Secretary: Dr. Lopez’s office. How may I help you?

Patient: Hi. I’d like to make an appointment.

Secretary: When would you like to come in?

Patient: Tomorrow.

Secretary: What kind of problem are you having?

Patient: I have a bad headache.

Secretary: Ok, let me help you schedule something. Could you come in tomorrow at 2:00?

Patient: Yes, that would be fine.

Secretary: Okay, we’ll see you then.

Patient: Thank you. Bye.

Listen again and answer the questions.

1. When is the appointment?

2. What is the patient’s problem?

With a partner, practice reading the dialogue.

Talk About It!

Making an Appointment:

Use these expressions to make an appointment:

Could I make an appointment please?
I would like to make an appointment.

(or I’d like to make an appointment)

I need an appointment for next week.

Work with a partner. One person is the secretary and the other is the patient.

Practice making an appointment.
Goals for this lesson:

Below are some of the goals of this module. Which ones are your goals too? Check (√) them.

- ☐ understand a voicemail message
- ☐ learn new vocabulary
- ☐ describe why you call the doctor
- ☐ make an appointment
Call your doctor’s office after hours. Listen to the voicemail message.

Write the number next to each choice that you hear.

___ Emergency
___ Ask the nurse a question
___ Request a prescription refill
___ Ask a question about a bill
___ You feel sick and need to see a doctor
___ Change an appointment
___ Ask the doctor a question
___ Confirm an appointment
___ Schedule an appointment
Checklist for Learning

Vocabulary Log:

In the space below, write down all of the new words you learned during this lesson that you want to remember. Try to separate your list of words into nouns (person, place or thing), adjectives (describing words) and verbs (action words). For extra practice use them in sentences of your own.

New words I learned during this lesson:

Nouns:

Adjectives:

Verbs:

What can you do?

Below are some of the language goals you worked on during this lesson. Check (√) what you learned from this lesson. Add more ideas if you wish.

I learned to...

☐ describe your feelings
☐ understand a voicemail message
☐ learn new vocabulary
☐ describe why you call the doctor
☐ make an appointment