

A Call to the Doctor



Pre-reading

Questions: Why would a person need to call the doctor?

Who usually answers the phone at a doctor's office?

Definitions: Receptionist – an employee who answers the phone and greets and helps customers

Concern – something that causes trouble or worry

Reading

17 There are many reasons why people may need to call a doctor. Often times people call to
33 schedule an appointment. They may also call because they have questions about a medical issue or
about a medication. All of these are good reasons to call a clinic or doctor's office.

49 Most people have a **regular** doctor to call when they need medical help. If that is not the
67 case, a nearby doctor can be found in the phone book, on the Internet, or by contacting one's health
86 insurance company.

88 Unless there is a life-threatening emergency, a clinic doctor should be called. It is important
103 to call a doctor's office to make an appointment as opposed to simply showing up at the clinic. If a
123 patient needs to be seen right away, a same day appointment is a possibility. A typical call to the
142 doctor may sound something like this:

148 Receptionist: "Good Morning, *Healthy Body Medical Center*. My name is Ann, how may I
162 help you?"

164 Caller: "I think my daughter needs to see a doctor."

174 Ann: "Okay. What are the concerns you have about your child?"

185 Caller: "She has had a sore throat and temperature for the last two days."

199 Ann: "Who is your daughter's regular doctor?"

206 Caller: "Doctor Bryn."

209 Ann: "What is your daughter's first and last name and date of birth?"

222 Caller: "Kate Turk; she was born on May 8th, 1996."

232 Ann: "Thank you. Doctor Bryn could see Kate today at 2:00 p.m."

244 Caller: "That will work. See you at 2:00 p.m. Thank you."

255 In some cases, a recorded message is the first thing a person hears when calling a medical
272 clinic. You may be asked to make a numeric selection based on your reason for calling. Listen
289 carefully so you know which number to press. When in doubt of who to speak with, it is best to
309 choose a receptionist. The receptionist can often schedule appointments and route calls to nurses
323 and doctors.

325

Level 6.0

Understanding

1. Why is it important to listen carefully when calling a doctor's office? _____

2. What does the word **regular** mean in this reading? _____

3. Why might a person call a doctor's office? (List at least two reasons.) _____

4. Why did the caller in this reading phone the clinic? _____

5. What information did the caller need to tell the receptionist? _____

6. If a person does not have a regular doctor, where might he find one? _____

Writing

Option A: Summarize the reading in your own words.

Option B: What new information did you learn in this reading? How will it help you in the future?

Option C: Write about an experience you've had with calling a doctor.
