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Health Care Services



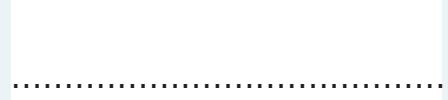
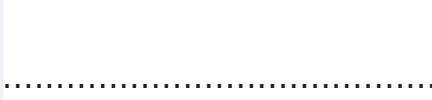


1. Work in pairs and use the phrases below to describe the pictures.



dressing a wound
using a stethoscope
talking to a therapist
doing an abdominal ultrasound
preparing a prescription
measuring pulse rate

examining a melanoma
getting corneas checked
measuring blood glucose level
using a walker
giving an injection
checking blood pressure

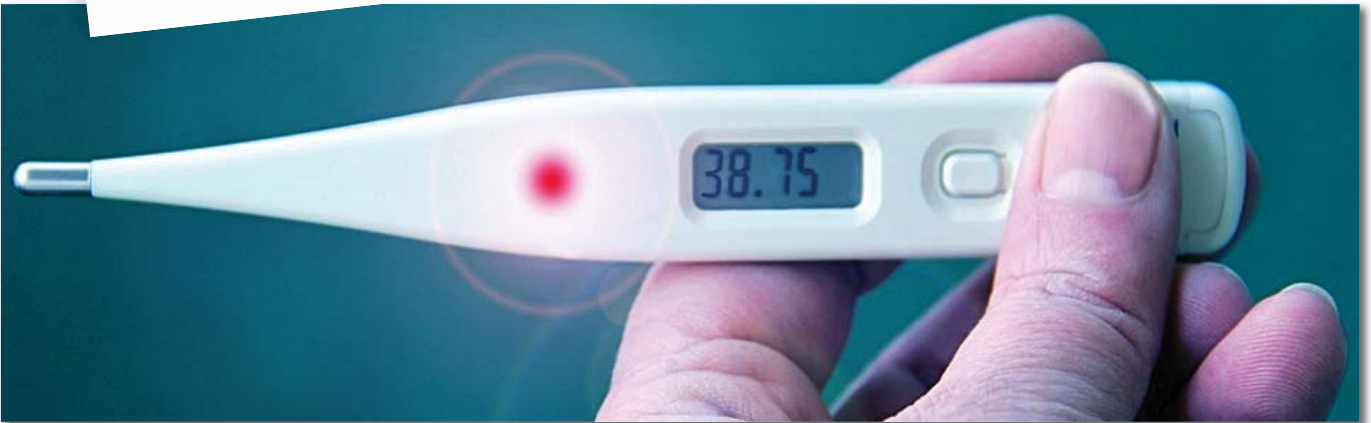




2. Work in groups and make mind maps in relation to Health Care Services. You can use Greek language too. Try to give as much information as possible concerning the following issues:



- What kind of services are provided in Health Care institutions or sectors?
- Who provides them?
- Where can those services be provided and what facilities are needed?



Present your mind maps in class.



3. Read the text below and then do the tasks that follow.

ST JOHN'S HOSPITAL State-of-the-art healthcare

Accident & Emergency (A&E) - Casualty department

A medical treatment facility specializing in emergency medicine, the acute care of patients who present without prior appointment - either by their own means or by that of an ambulance. The department provides initial treatment for a broad spectrum of illnesses and injuries, some of which may be life-threatening and require immediate attention. The emergency operates 24 hours a day.

General Surgery department Endoscopic Surgery department Anaesthetics department

Surgery departments use operative manual and instrumental techniques on patients to investigate or treat pathological conditions such as a disease or injury, to help improve bodily function or appearance or to repair unwanted ruptured areas.

Anaesthesia enables the painless performance of medical procedures. Practices may vary:

- General anesthesia suppresses central nervous system activity and results in unconsciousness and total lack of sensation.
- Sedation suppresses the central nervous system to a lesser degree, inhibiting both anxiety and creation of long-term memories without resulting in unconsciousness.



- Regional anesthesia and local anesthesia, which causes loss of sensation in the targeted body part. A patient under regional or local anesthesia remains conscious.

Cardiology department

It deals with disorders of the heart as well as parts of the circulatory system. Practices include medical diagnosis and treatment of congenital heart defects, heart failure etc.

Medical - Diagnostic Imaging - Radiology department



A variety of imaging techniques such as X-ray radiography, ultrasound, computed tomography (CT), nuclear medicine including positron emission tomography (PET), and magnetic resonance imaging (MRI) are used to create visual representations of the interior of a body for clinical analysis and medical intervention, as well as visual representation of the function of organs or tissues.

Obstetrics and Gynaecology department

The department encompasses the two subspecialties of obstetrics (covering pregnancy, childbirth and the postpartum period) and

gynaecology (covering the health of the female reproductive systems).

Haematology department

It deals with the treatment of patients with haematological diseases. There is also a haematology laboratory for various kinds of haematological tests.



Microbiology department

A full-service laboratory offering diagnostic bacteriology, mycology, parasitology, virology, and mycobacteriology. The laboratory receives specimens from in-patients or out-patients.

Paediatrics department

It offers medical care for infants, children and adolescents.

Physiotherapy (PT) department

Physical therapy services are provided as primary care treatment or in conjunction with other medical services to improve patients' quality of life through examination, diagnosis, prognosis, physical intervention, and patient education. Practices include bio-mechanics or kinesiology (using mechanical force and movements), manual therapy, exercise therapy and electrotherapy to remediate impairments and promote mobility and function.

Orthopaedics department

It deals with problems relating to the musculoskeletal system (bones, joints, ligaments, tendons, muscles, and nerves). Both surgical and nonsurgical means are used to treat musculoskeletal trauma, spine diseases, sports injuries, degenerative diseases, infections, tumors, and congenital disorders.

Practices involve:

- Diagnosis of injury or disorder
- Treatment with medication, exercise, casting, surgery or other options
- Rehabilitation by recommending exercises or physical therapy to restore movement, strength and function
- Information and treatment plans to prevent injury or slow the progression of diseases



Neurology – Psychiatry department

The department deals with the diagnosis and treatment of all categories of conditions and disease involving the central and peripheral nervous systems, including their coverings, blood vessels, and tissue, such as muscles.

Diagnosis, prevention and treatment of mental disorders are also possible in the psychiatric department, including various maladaptations related to mood, behaviour, cognition, and perceptions. Practices include initial psychiatric assessment, physical examinations, psychological tests etc.



<http://en.wikipedia.org> (adapted text)

4. Which of the following sentences are true (T), false (F) or not mentioned (NM) in the text above?

True, False or Not Mentioned ?



		True	False	Not Mentioned
1.	Local anesthesia results in unconsciousness and total lack of sensation.			
2.	The Haematology Department treats blood diseases.			
3.	Orthopaedics deals with joints, ligaments, bones, muscles, tendons and nerves.			
4.	The Breast Center offers compassionate care, i.e. mammography, delivered by expert doctors and staff.			
5.	The Psychiatric department helps people mental disorders and behaviour problems.			
6.	Prior appointment is necessary for the Casualty department.			
7.	The Cardiology department deals also with problems of the circulatory system.			
8.	The Orthopaedics department uses only non-surgical means to treat musculoskeletal traumas.			
9.	Ultrasound is one of the imaging techniques used in the Medical - Diagnostic Imaging department.			
10.	The hospital has an intensive care unit where patients can be transferred after a surgery.			

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Health Care Services

5. In pairs, read the text about St John's Hospital again and write a short description for each of the following pictures (which department it shows, what it is for, what services it offers etc).



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6. In groups, keep notes in relation to the following questions. Then, talk about them in class.



- a. Why do different hospital departments exist? Was it always like that?
- b. What knowledge and skills or medical specialties are required in each department?
- c. In which department would you prefer to work? Why?



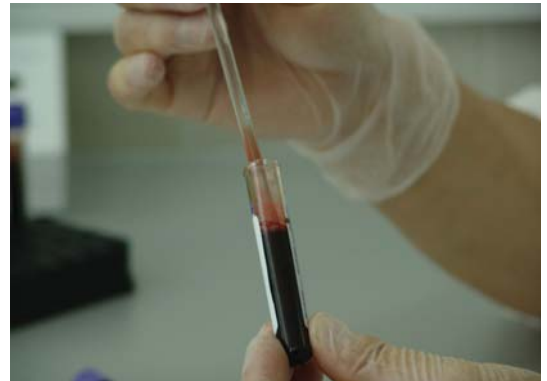
7. Match the words in the list below with the correct picture and write them under each one. There are extra words you do not need to use.

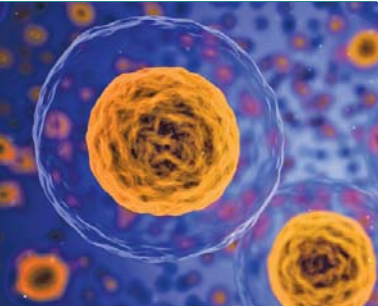
- ◆ wheelchair ◆ oxygen mask ◆ nurse ◆ x-ray ◆ syringe ◆ crutches ◆ prescription
- ◆ doctor ◆ mask ◆ examination ◆ bandages ◆ drip ◆ patient ◆ stretcher
- ◆ stethoscope ◆ blood test ◆ bed ◆ surgeon ◆ medication ◆ ambulance



8. Match the words (1-10) with the definitions (A-J).

- | | |
|-----------------------|----------------------|
| 1. _____ casualty | 6. _____ radiation |
| 2. _____ impairment | 7. _____ tumor |
| 3. _____ treatment | 8. _____ specimen |
| 4. _____ blood vessel | 9. _____ ligaments |
| 5. _____ tissue | 10. _____ congenital |



A	form of energy that comes from a nuclear reaction	
B	small amount of blood or urine for testing	
C	artery or vein	
D	flexible tissues connecting two bones	
E	existing at/ from birth	
F	part of a hospital where people are taken for urgent treatment	
G	group of cells with similar structure performing the same function	
H	use of medicine to cure someone	
I	loss or abnormality of structure or function	
J	A mass or group of abnormal cells in the body that cause an illness	

9. Complete the sentences with the correct word from the following word list.

◆ *paediatric* ◆ *rehabilitation* ◆ *maternity* ◆ *cardiology* ◆ *vaccination*
 ◆ *obstetrics* ◆ *neurology* ◆ *oral hygiene* ◆ *casualties* ◆ *haematology*

1	Parkinson's disease is a burning topic in _____ the last decades.
2	The _____ department provides a high level of diagnosis regarding disorders of the heart as well as treatment of congenital heart defects, coronary artery diseases, etc.
3	Dr Siddle has specialised for four years in order to treat the children in the _____ ward.
4	On his admission to the hospital, blood was taken to the laboratory of the _____ department for red cell analysis.
5	After the accident he had physiotherapy on his damaged right knee in a _____ centre.
6	_____ and gynaecology are a combined specialty that deals with pregnancy, birth and diseases of the female reproductive system.
7	_____ had to be brought to hospital by air after the road accident.
8	The _____ programme has been a major factor in the improvement of health standards.
9	During pregnancy or after giving birth women are allowed to be on a _____ leave.
10	It is important that _____ be carried out on a regular basis to enable prevention of dental disease.

10. Complete each blank in the following pairs of sentences with the correct word.



1. rehabilitation / resuscitation

- a. _____, which is part of intensive care medicine, is the process of correcting physiological disorders, such as lack of breathing or heartbeat, in an acutely unwell patient.
- b. Drug _____ is the medical or psychotherapeutic treatment for dependency on substances such as alcohol and drugs.



2. Pharmacy / Ophthalmology

- a. _____ is the branch of medicine that deals with the anatomy, physiology and diseases of the eyeball and orbit.
- b. The science and technique of preparing and dispensing drugs, which is a health profession linking health sciences with chemical sciences, is called _____.





Relative Clauses

11. Read the following sentences and answer the questions.

- Cardiology is the department **which** provides medical care to patients **who** have problems with their heart or circulation.
 - Casualty Department: patients are taken there **when** they arrive in an ambulance or for an emergency situation.
- ✓ Which of the words in bold refer to: *people? objects? time? place?*
 - ✓ Mention any other words used for relevant purposes and their specific use.

12. Read the sentences under the pictures carefully. Why is there no comma in the first one?



An operating theatre is a facility in a hospital where surgical operations take place in a sterile environment.



The surgeons, who are doing an operation, are wearing green scrubs.



The stethoscope, which is an acoustic medical device, is used to check the function of the heart and the lungs.

- ☑ Study the following tables about the formation of Relative Clauses.

Relative Clauses		
	Adverbs	
We use relative clauses to describe / refer to person / object / place / thing / possession in the main clause	who / that which / that where when whose why	people objects/animals/ideas place time possession reason

Relative Clauses	
Defining	<ul style="list-style-type: none"> • gives necessary/essential information • it is not put in commas • the relative pronoun can be omitted when it refers to the object
Non-defining	<ul style="list-style-type: none"> • gives extra information • it is put in commas • the relative pronoun <u>cannot</u> be omitted
Notes	<ul style="list-style-type: none"> • Whose is never omitted • That can be used instead of <i>who</i>, <i>whom</i>, or <i>which</i> but it is never used after commas or prepositions.

13. Fill in the correct relative pronoun or adverb in the following sentences. Write *D* for defining or *ND* for non-defining sentences in the gaps provided. Also write whether the relative can be omitted or not. Add commas where necessary.

1	The Metropolitan Children's Medical Center is the hospital _____ I have been employed for the last ten years.
2	Do you know the exact reason _____ the midwives in the Maternity Hospital refuse to take overtime?
3	I remember it was last year _____ I was promoted to Head of the Paediatric Department in the district hospital.
4	An Oncologist _____ should be highly skilled in that particular field is very knowledgeable in the prevention, diagnosis, and treatment of cancer.
5	Rheumatologists _____ experience is really exceptional deal mainly with immune-mediated disorders of the musculoskeletal system, soft tissues, and autoimmune diseases.
6	The man _____ you have just met is the Director of the Intensive Care Unit, which caters to patients with severe and life-threatening illnesses and injuries.



14. The Ministry of Health are planning to establish a new health organisation in the suburbs of the city. They have asked for your help and your expert opinion in order to accomplish this complicated project. Read the suggestions in the following spidergram. *Decide on the priorities justifying your answers and then report to the class.*



15. Discuss the following issues.

- How feasible is it to provide quality Health Care Services?
- Which factors determine patients' and their relatives' satisfaction?





15. You have been recently treated in St Andrew's Metropolitan Hospital in the area where you live but you were not satisfied with the services you received. Write an e-mail (140-180 words) to the Manager of the Organisation to complain about the quality of the health services provided during your stay at the hospital.



Handwriting practice area with four horizontal dotted lines on a yellow background.



☑ *Here are some notes to help you when writing a complaint letter.*

Greeting	<ul style="list-style-type: none"> formal greeting 	Dear Mr Brown, Dear Sir / Madam,
Opening paragraph	<ul style="list-style-type: none"> state the reason you are writing for 	I am writing in connection with... I am writing to complain about...
Main body	<ul style="list-style-type: none"> write specific complaints explain what exactly has happened write about your feelings 	The product / service I received was not the proper one... I actually expected that...
Closing paragraph	<ul style="list-style-type: none"> actions to be taken to deal with the issue (refund / for immediate replacement etc) 	I feel that I deserve a refund... I hope that my complaint will be taken seriously... I believe that you should consider...
Signing off	<ul style="list-style-type: none"> formal signature 	Yours sincerely, Your faithfully, Full name



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