



*English Faculty*

*Invest ? Divest*



*An excellent command of English  
is having the world @ your fingertips!*



**H**Health **C**Care

**A**ssistants

*Sign their work with Excellence!*

# TOA INTERACTION

A conversation  
Re: my traineeship  
@ CEFR A2



**P**reparation

**TOA** EXAM &

**F**uture **C**areer

*Building Confidence*

*One never gets a second opportunity to establish a good first impression!*



# Fact-file School Examination Preparation INTERACTION

## Asking questions

### Do you remember?

**A. Open questions** are an invitation to talk and elaborate on the question in your answer.

- 1) What
- 2) Why
- 3) When
- 4) Where
- 5) Who
- 6) How much

**B. Closed questions** induce a *Yes, I do* or a *No, I don't!*

- |                                       |                                 |
|---------------------------------------|---------------------------------|
| 1) Did you ..... ?                    | - Didn't you ..... ?            |
| 2) Do you / Does he ... ?             | - Don't you / Doesn't he ... ?  |
| 3) Have you ... ?                     | - Haven't you ....?             |
| 4) Do you like coffee?                | - Yes, I do. / No, I don't.     |
| 5) Did you go to the shops yesterday? | - Yes, I did. / No, I didn't.   |
| 6) Have you ever been to Scotland?    | - Yes, I have. / No, I haven't. |

**C. Tag questions:**

- 1) It's nice to work at the University Hospital (UMCG), **isn't it?**  
**PLEASE, NEVER EVER say: "right?"**
- 2) You like making X-rays, **don't you?**
- 3) You're like me, **aren't you?**
- 4) You have taken his blood pressure, **haven't you?**
- 5) You did take his blood pressure, **didn't you?**

**D. Useful information / phrases:**

- 1) LSD = listen → summarise → inquire further - "doorvragen"
- 2) Always listen for leads and act on it.
- 3) Don't be afraid of silences!
- 4) Please, speak decent and proper English, please.  
Therefore, **avoid the wannas and the gonnas at all times!**





# Scenario

One morning you are on a spending spree in the city centre of a selected city. Quite unexpectedly you bump into a fellow-student, whom you haven't seen for quite a while. You decide to catch up and go into a bar to hobnob (= have a chinwag) over a cup of coffee or tea. As you both have almost or just finished your work placements (traineeships) you discuss what your experiences are.

1. **Year 2 – P3.** You are required to talk **(Q&A)** TO EACHOTHER for 5 minutes..
2. **When practising** you are advised to video record these meetings, therefore working in teams of three pax is advisable. Look back this video and get a feel of your performance!
3. It is maybe sensible/wise to file this/these recordings safely for future reference?!
4. **Test 2.3.1 – You will perform this conversation in the presence of your teacher for a grade! During class.**
5. **Test 2.3.2 – Career Path book 1 – vocabulary in testweek.**

## Mise en place (= pre-preparation).

### Discuss the following points:

1. Where did you take your traineeship?
2. What was the duration (length of time / how long) of your traineeship?
3. Describe the property (interior and exterior).
4. Describe its accessibility, including the mode(s) of transport.
5. What did your job entail, i.e. what were your tasks / responsibilities?

**Expand on this topic!** Please, check the scope of your (future) job provided in this instruction booklet.

6. What were the (e.g. long-term) staff members like? *Describe.*
7. Describe the support and guidance by your company supervisor.
8. Describe the support and guidance by your school supervisor.
9. Include anything else you deem important or interesting to share.

Customer service begins & ends with a smile!

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## Useful phrases:

1. Market leader
2. The Great Ormond Street Hospital has an excellent reputation world-wide Re: healthcare for children
3. To be trained on-the-job in a multi-cultural work environment
4. They offer pleasant working conditions like flexible working hours
5. My job entailed the following tasks / responsibilities .....
6. My tasks / responsibilities included: .....
7. My job requires that I am able to:
  - a) maintain high standard of work and accuracy under pressure
  - b) demonstrate initiative
8. The company offers promotion opportunities
9. To gain (= acquire) hands on (= practical) work experience
10. To be keen as mustard to go the extra mile
  
11. To broaden my horizon
12. To learn to be independent
13. To improve = brush up my (command / level) of English both *on-the-job* as well as *off-the-job*
14. The (qualified) staff members work as a team
15. To have attentive, friendly and helpful colleagues
16. Guidance and support by long-service employees (= colleagues = co-workers = members of staff)
17. I am a team player
18. I can work unsupervised
19. I am a self-motivator
20. I can take initiative
  
21. I am flexible and receptive to new situations
22. I can quickly adapt to challenging situations
23. I can communicate with people at all levels
24. I can solve and resolve queries
25. I can work to tight timetables and deadlines
26. I am a confident and concise communicator
27. To be an asset to the company
  
28. Future:
  - a) work (in NL or abroad = in a foreign country) or
  - b) go for/to higher education i.e. do a BA course at Hanze Hogeschool Groningen





Scope of job

**MEDICAL ASSISTANT**



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▪ **Administrative Duties:**

1. Using computer **applications = systems**
2. **Dealing with = handling** incoming and outgoing telephone calls
3. **Welcoming patients = meet and greet paying customers = clients**
4. Updating and **filing (= put in archive)** patient (on-line) **medical records = files = dossiers**
5. Coding and filing **insurance forms**
6. Scheduling, rescheduling and cancelling appointments
7. Arranging for hospital **admissions (being accepted)** and laboratory services
8. **Handling = dealing with** correspondence, **billing (= statement of account of costs)**, and book-keeping

▪ **Clinical Duties:**

1. Taking medical histories
2. Explaining treatment procedures to **patients / clients / paying customers**
3. Preparing patients for examination
4. Collecting and preparing laboratory **specimens = samples**
5. **Instructing = advising** patients about medication
6. Preparing and administering medications as **directed by = indicated** by a **physician = General Practitioner**
7. **Authorizing = okaying** prescription refills **as directed = as indicated**
8. Drawing blood
9. Taking electrocardiograms
10. Removing ticks, **sutures = stitches** and changing dressings

<b>Note in UK:</b>	Pharmacy = apotheek	➤ to prescribe drugs/medicines
	Pharmacist's	➤ to fill a doctor's prescription
	Chemist's = drogist	



Scope of job

# DENTAL NURSE



A Dental Nurse assists the Dentist in all aspects of **patient care = customer care** and also supports other members of the dental team. A Dental Nurse mainly works in the **surgery = treatment/consultancy room** assisting the Dentist, but can often work on reception and **participate = take part** in administrative duties too.

**It is the duty of the Dental Nurse to:**

- 1) Open and close **the surgery (the practice)** every day.
- 2) **Adhere to = stick to** cross-infection and health and safety protocols to the highest standard.
- 3) **Ensure = make sure = see to it** that all equipment is adequately disinfected after every single patient and dental instruments are **decontaminated = disinfected** correctly.
- 4) Set up for each and every patient, providing the Dentist with the correct equipment and instruments.
- 5) Assist the Dentist during treatment by passing relevant instruments and equipment, aspirating and retracting if necessary.
- 6) Prepare and mix materials.
- 7) Write patient notes correctly and efficiently as dictated by the Dentist.
- 8) **Dental charting.** This is a **diagrammatic representation** of teeth and their surfaces providing a visual note of the patient's teeth and any treatment they have had on them.
- 9) Monitor the patient from them entering the room, during treatment and as they leave the surgery.
- 10) Offer support and reassurance to patients.
- 11) Carry out **stock control = taking an inventory.**

**If and when a Dental Nurse works on reception, duties may involve:**

- 1) Meeting, greeting and welcoming **clients = patients = paying customers** and checking them in.
- 2) **Dealing with = handling** incoming and outgoing telephone calls
- 3) Dealing with patient **enquiries = queries = questions**
- 4) Booking appointments, cancellation, and rescheduling
- 5) Taking payments
- 6) Operating cash registration machines
- 7) **Liaising with = working closely together with** laboratories and **referral** practices / hospitals.

**Note in UK:**

Pharmacy = apotheek  
 Pharmacist's  
 Chemist's = drogist

- to prescribe drugs/medicines
- to fill a doctor's prescription

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Scope of job

# PHARMACY ASSISTANT



Pharmacy assistants **help = assist** pharmacists order, prepare and **dispense = distribute** medicines. See how you could use your customer service skills in a pharmacy.

**Working life**

A pharmacy is where medicines are stored, prepared and dispensed. Medicines are the most common treatments offered to NHS patients.

Pharmacy assistants work as part of a pharmacy team under the direction of a registered pharmacist. Responsibilities will vary depending of the level of training and employment setting.

**Duties may include:**

1. Taking in and handing out prescriptions
2. Dispensing prescriptions
3. Using computer systems to **generate = make = produce** stock lists and labels
4. Ordering items
5. Receiving, loading, unloading deliveries
6. Delivering medicines to other parts of a hospital or health centre
7. Selling over-the-counter medicines including operating a **cash register**
8. Answering customers questions **face-to -ace = one-to-one** or by phone
9. Preparing medicines
10. Referring problems or **queries = questions** to the pharmacist
11. Filling medication orders including measuring, mixing, (pre-)packaging, labelling and delivering **drugs = medicines**
12. Managing inventory, including **monitoring = keeping tabs**, re-stocking, **expired =**
13. **Best Before Date** products and inventory management
14. Receiving written prescriptions and putting prescriptions into the computer system
15. Maintaining computerised lists of medications taken by patients
16. Communicating with clients, **physicians = General Practitioners** and **suppliers = vendors**
17. Understanding home health care products such as canes, vision aids & hearing aids
18. Pre-packaging medications (**i.e. = that is**, unit dose packaging)
19. Dealing with incoming and outgoing telephone call and taking messages
20. Cleaning and sterilising dispensing bottles and instruments
21. Preparing **receipts, invoices**, letters and memos and general **filing = archiving**
22. Receiving and sending electronic communications

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