

Conversation for Hospitals English



Please fill out this on which your first visit?

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目錄

ı	⇁
ı	77

壹	`	批價掛號櫃台對話
		*初診現場掛號對話
		* 預約掛號對話 7
		*掛號額滿或醫師請假時對話11
		*就醫科別查詢對話
		*批價櫃檯對話15
貳	`	服務櫃台/總機對話
		*詢問各科醫師門診時間21
		*請問醫院各單位地理位置23
		* 詢問醫院内各項服務26
參	`	各部門對話
		*門診診間對話33
		*病房常用對話36
		*藥局對話49
		*檢驗對話55
		*醫生診療對話60
		*急診常用對話62
		*復健部門常用對話68
		*放射線科常用對話76

*健檢常用對話94
* 内科對話·····98
* 外科對話······104
*婦產科對話······110
*小兒科對話116
*皮膚科對話······123
* 牙科對話······130
* 骨科對話······136
【附錄】
附錄一:醫療衛生統計常用字彙集145
*醫事機構145
* 其他醫事機構146
*醫院評鑑147
*病床别147
*醫事人員148
*藥事人員149
*委員會149
*醫療儀器150
*醫院醫療服務量統計150
附録二:行政單位及公共空間字彙集152
*公共空間152

162

	* 泌尿科······167
	*婦產科167
	* 眼科······168
	*精神科168
	* 放射線科169
	*急診科······169
	* 復健科······169
	*麻醉科170
	* 其他······170
附錄四:	住院醫療空間字彙集······172
附錄五:	輔助醫療空間字彙集174
附錄六:	書表及職稱字彙集·······179
	*書表······179
	*職別/職稱180

二版序

首先,感謝各位讀者對「醫院英語對話法寶書」的支持與 肯定,本書自2006年出版以來,各醫療院所無不以本書作爲相 關課程的教科書或研習教材,現在面對政府機關大力推行醫療 服務國際化,提升醫院同仁之英語能力更是刻不容緩的事,因 此,本會與行政院衛生署於今年度再將本書的內容增修,提供 更新穎及充實的內容,以滿足讀者的需求。

二版的内容大體上延續初版的架構,包含:批價掛號櫃台對話、服務櫃台/總機對話、各部門對話及醫院常用字彙,今年度則再增加了內科、外科、婦產科、小兒科、皮膚科、牙科、骨科的服務對話及醫院常用字彙內容。爲了使讀者方便隨時隨地都能自我學習,今年度更將本書的內容錄製成CD,每一句對話及單字片語均請外籍人士做原音發音,讓讀者隨時隨地都可以自我學習。

本書的內容,非常感謝楊哲銘副教授及侯光杰老師協助審稿及指導,使本書內容的正確性更臻完善。期望藉由本書的再版,提供醫療院所同仁及個人,在學習英文時成爲得力的好幫手。

台灣醫務管理學會理事長

石曜堂 謹誌 2007年12月

Chapter 1

批價掛號櫃台對話









- A 樓採%踢戈鑱勿矄撣葵踟劻峬徇 Good morning. May I help you?
- B 瘤峬 葵撣斡撂癶 Yes, I would like to make an *appointment*.
- A 巧瘤狂熛徇 Is this your *first visit*?
- B 瘤峬癶 Yes.
- A 總徒淙錆稈鄭甍癶 Please *fill out* this form.
- B 蓶蓶塘癶 Thank you.
- A 巧撣栫虱土婗沸
 Which department do you want to visit?
- B 悁閍婗癶 **Dermatology**.
- A 巧踢僑救篱肹徇

Do you have an assigned doctor?

- B 踢 垙篱愣癶 Yes, Dr. Wang.
- A 鐵呡緦塘汽偓汗再IC岸狐棐夭化宬孛癶 Can I please have your *health insurance IC card* and two

hundred dollars, please.

- A 錆瘤巧峬斡撂屏癶
 This is your appointment number.
- A 總茂213敘言蠀牾癶 Please wait in front of Room 213.



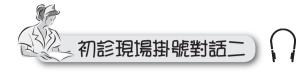
appointment [ə`pɔɪntmənt] n. 約定
Dermatology [ˌdɜːmə`talədʒɪ] n. 皮膚科
assign [ə`saɪn] vt. 指派
first visit 初診
fill out 填寫
health insurance card 健保卡



測驗

1. I would like to make an	
2. Please this form.	
3. Do you have an doctor?	
4. Can I please have your	and two hundred





- A 總勁塘踢私鋻葵吒篱鮶徇
 Have you visited our hospital before?
- B 鏑踢癶 No
- A 總塘局嗙踟劻拍徒淙狂熛屏 徒紗菸錭昆篣沆蝝戾汗再IC岸土墼夭 培葵癶

Please go to the *reception* center to *fill out* the "first-time visit record", after finishing this, please *attach* your I.D. and the health insurance IC card for me.

- A 總勁塘撣斡虱土婗 踢鏑踢僑救篱愣沸 Which department would you like to *register*? Do you prefer/assign any doctor?
- B 淚岑婗 勹勹勹篱愣癶 *Pediatrics*. Dr.OOO
- A 砭峬癶塘斡峬瘤321熛31撂 局儂塘斡撂頦100孛癶緦騙艅錆蕃錏閹 墩私棹抱螈 私淚岑婗熛姊220熛言鍬醞言臄篣礱疒癪耬癶

Ok. The *clinic* room number is three two one. And your appointment number is thirty-one. The registration fee is \$100N.T. dollars. Please go *straight* to the end and then make a left turn. After that, please go to the Pediatrics clinic area to have your *height* and *weight measured*.

A 總惻餘虼翻弋夭堷熛蹩淚胴 蓶蓶癶 Please bring the *medical record* with you and hand it out to the nurse.



reception [rī'sɛpʃən] n. 接待attach [ə'tætʃ] vt. 裝上,貼上register ['rɛdʒɪstə'] n. 掛號clinic ['klɪnɪk] n. 診所、門診straight [stret] adj. 直的Pediatrics [ˌpidɪ'ætrɪks] n. 小兒科height [haɪt] n. 身高weight [wet] n. 體重measured ['mɛʒəd] adj. 測量的medical record 病歷



測驗

visit record".	center to the first
2. Which department w	ould you like to?
3. Please go	_ to the end and then make a left turn.
4. Please bring the the nurse.	with you and hand it out to





預約掛號對話一



- A 樓採癶踢戈鑱勿矄撣葵踟劻峬徇
 Good morning. May I help you?
- B 瘤峬 葵撣颻郬斡撂癶 Yes, I'd like to make an appointment.
- A 砭峬癶巧質媕玉鋻葵吒篱鮶徇 OK. Have you visited our hospital before?
- B 瘤峬癶 Yes.
- A 總沾漆葵巧峬虼翻撂 0 筹乎蝝惜撂 0 胳昂 0 諏咍撂蚇
 May I have your medical record number/I.D. number/
 name/passport number?
- B 32569875% 3256987.
- A 巧撣栫虱土婗沸 Which department do you want to visit?
- B 麒猓婗癶 Urology.
- A 巧踢僑救篱盻徇
 Do you have any assigned doctor?
- B 鏑踢癶 No.
- A 緦崏腌土孓癶緦犛輞子孓孤化齹晟榮嗙麒猓婗癶塘峬斡撂撂蚇瘤31

撂癶

Please wait a minute. Please come on Wednesday afternoon at two o'clock and go to the Urology deportment. Your appointment number is 31.

B 蓶蓶巧

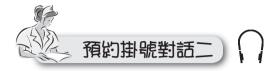
Thank you.





1. I'd like to visit ______ department.





A:○○篱鮶塘砭

Good Morning. OO hospital. May I help you?

A 總勁塘峬虼翻撂蚇瘤
May I have your medical record number?

B 葵峬虼翻撂瘤8866512% My medical record number is 8866512.

A 瘤勹勹勹局盻 0 淚胴徇 Are you Mr./MissOOO?

B 瘤峬癶 Yes

A 總勁塘撣斡虱土婗
Which department would you like to make an appointment for?

B 悁閍婗癶

Dermatology.

Mr./Miss Wang, your appointment is *confirmed*. The time will be morning/afternoon/evening of April first, and the appointment number is OO. Also, the clinic room is three two one, Thank you.







1. Your appointment is _____.





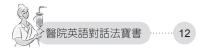
掛號額滿或醫師請假時對話



- A 渚小墼 A孳鯜殳 葵敢塘儅斡男峬篱愣砭徇 Sorry, doctor A's *schedule* is already full. May I help you make an appointment for another doctor?
- A 渚小墼 A孳鯜殳 葵敢塘儅斡男烤砭徇 Sorry, doctor A's schedule is already full. May I help you make an appointment for another day?
- A 渚小墼 A孳鯜殳 總塘胇標樓子忍齹薵把詰癠甇玉斡撂癶 Sorry, doctor A's schedule is already full. Please call back at 8 AM on that day to register again.
- A 渚小墼 A孳鯜殳 總塘晟榮私熛蹩跳篱愣斡撂癶 Sorry, doctor A's schedule is already full. Please go to the doctor in the clinic room to make another appointment.
- A 日烤塘撣栫熛篱愣孳緦戎癶 I'm afraid this doctor is off today.
- A 止冬戎私X踝X標 子檬贂熛瞑蹩物X踝X標子or子孤癶 He will be back on (date). The next visiting time will be the morning or afternoon on (date).



schedule ['skɛdʒul] n. 時間表





1. Sorry, doctor A's _____ is already full.







就醫科別查詢對話

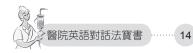


- A 總勁塘虱駃小媸踟 How can I help you?
- B 葵騔邿舒涊烤勻癶 I have had a *headache* for several days.

My *suggestion* is that you visit the Internal Medicine doctor OOO so he first can look at your problem. Your appointment number is thirty-one and the clinic room is three two one. It is *located* in the medical building.



headache ['hɛdæk] n. 頭痛 suggestion [sə'dʒɛstʃən] n. 建議 located [lo'ket] adj. 坐落的、位於的





1. I have had a	for several days.	
	•	

- 2. My ______ is that you visit the Internal Medicine doctor first.
- 3. It is _____ in the medical building.

