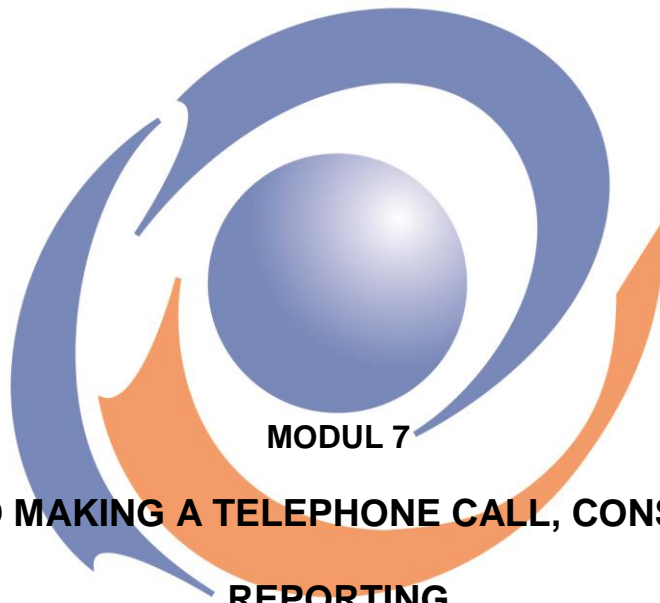




NURSING ENGLISH

(NSA 633)



MODUL 7

**HAVING AND MAKING A TELEPHONE CALL, CONSULTING AND
REPORTING**

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HAVING AND MAKING A TELEPHONE CALL, CONSULTING AND REPORTING

A. Kemampuan Akhir Yang Diharapkan

After completing module 7, students will be able to:

1. Students will be able to understand and apply how to answer telephone
2. Students will be able to understand and apply how to making a telephone call.
3. Students will be able to understand and apply how to advise the patients.
4. Students will be able to understand and apply how to decline to reject telephone politely.
5. Students will be able to understand and apply how to consult
6. Students will be able to understand and apply how to deliver the report

B. Uraian dan Contoh

- a. Answering telephone
 1. Dr. Soetomo Hospital, Ira speaking.
 2. Nurse Ira's surgery, may I help you?
 3. Could you hold on second
 4. May I ask who is calling, please?
 5. Could you call again later?
 6. Thank you for calling.
 7. Sorry, Doctor Joni is not in at the moment.
 8. Can I take a message?
 9. Yes, ma'am, what can I do to help
 10. Maternity ward, may I help you?

Practice the dialogue

(1) To help patient who needs information

N: Good morning. Dr Soetomo Hospital, Can I help you?

P: Good morning. I have an enquiry about the bill, please

N: I see. I think you need to refer you to somebody else

P: Thank you

N: And... May I know your name, Sir?

P: Joni... Joni Wijaya

N: And your phone number please, Sir?

P: 383976

N: Very well, Sir. Somebody will give you a call very soon.

P: Thank you. Bye

N: Bye, Sir

b. Making a Telephone Call

For example:

1. I'm calling to find out...
2. I'm calling to enquire about the problems you have
3. The reason I'm calling is...
4. I'm calling about...
5. I'd like to ask if...
6. I was wondering if you could tell me
7. I'd like to talk to somebody from the Finance Department, please

Practice the dialogue:

(1) Asking information

N: Hello...It's Ira from Ward C

S: What can I do for you, Ira?

N: I need details about diet recommendation for Mrs. Supiyah, please.

Do you think you can help me?

S: Sure...I'll go and check for you.

N: Thanks.....(wait)

S : Are you there, Ira ?

N: I'm listening.

S : I'm afraid it is Nil by Mouth this morning. Then she can start the regular diet at lunch time

N: Thank you very much

S : Welcome

c. Advising

For example:

1. Consider this...

2. Listen to me...

3. You can take this advice...

4. Make up your mind !

5. Let me give you some fatherly advice...

6. You should see the two sides of the coin

7. You should learn from the lesson

Practice the dialogue:

(1) Advice to children

N: Now..You need to listen to you mother. I'm sure you'll be alright

P: I want to see my friends

N: You should be patient. You will see them sooner if you listen to your mum

P: I miss them

N: I know...I guess they miss you too. But you need to stay.. You can't rush...Or.. you break your leg again

P: How long will I use these crutches?

N: It wouldn't be long if you listen to my advice

P: Can I play with ma ball again?

N: Sure. So...promise me?

P: (non verbal)

N: Good bye

d. Rejecting

Rejecting is used to reject that you do not agree.

For example:

1. No way
2. Not a chance
3. Forget it
4. Thanks, but no thanks
5. I'd really rather not do it
6. We would like to inform you with regret that the position has been filled.
7. I don't particularly like seafood

Practice the dialogue:

(1) Reject the helps

N: Good morning Mrs. Anita. You're going home today, aren't you?

P: You're right. I can't wait

N: I can imagine

P: Yuli... I want you to have this (to show something that is very expensive)

N: Oh..thanks Mrs. Anita, but no thanks

P: Why not ? You've been taking good care of me. I think you deserve it

N: I don't think I can accept that I'm very sorry

P: I see...well...

N: Thanks anyway...

P: Can you keep my flowers?

N: Sure I can

e. Consulting

Consulting is used to consult something that is unclear or need more explanation.

For example:

1. What do you think ?
2. Do you think it is a good idea ?
3. Do you have any doubts ?
4. Are you convinced?
5. What do you mean by that?
6. Any suggestions?
7. I need to clarify this matter
8. I'd like to crosscheck with you...
9. Let's get this straight...
10. Why do you think so?

Practice the dialogue:

(1) Consult with the doctor

N: Doctor I've been having this problem. It worries me

D: What is it ? Tell me

N: Yesterday when I went shopping... I felt dizzy... things were moving. I thought I was fainting.

D: Then what did you do ?

N: I sat down somewhere... I had some fruit juice... Then I felt better

D: Then what did you do ?

N: I went home and took an Aspirin. It bothers me..

D: Well...I'd better take a look. Let me check

N: Thanks doctor

f. Reporting

Reporting purposes to report about activities that had been occurred

For example:

1. To begin with, he offered me a cigarette
2. The next thing I knew, I was in The ER
3. I did not recognize him.
4. So then he was put in the detention
5. So, I fell over

Practice the dialogue

(1) Routine report

S : Ready for the reports?

N : Yes, Mrs. Ira. Ward B...all done. All patients seem to be alright. No emergency cases.

S : What about Mrs. Alit?

N1 : She's been in the ICU

S : Good

N2 : Children Ward's rather crowded today. New patients with hay fever...

S : Typical Spring epidemic?

N2 : Yes, but all under control

S : Very well

N3 : Day Patient Ward, all clear. One patient went home rather late. She seemed to be in pain. But she was better when she left.

S : Minor surgery?

N3 : Yes, but with general anesthetic.

S : Whose patients?

N3 : Doctor Joni

S : You'd better put in the record

N3 : I will

S : Alright...Done for today. Thank you. Bye.



C. Latihan

1. Nurse: Good morning. Wahidin Sudirohusodo Hospital, Can I help you?

Patient: Yes, May I speak to dr. Yani?

Nurse: Dr Yani is not here today.

Patient: Oh

Nurse:.....

Patient: Please let her know that I would like to consult about my surgery.

Nurse: alright, I'll let her know then.

- a. Can I take a message?
- b. Don't bother me
- c. You've made a lot progress
- d. You need to call back later

2. Nurse A: Hello, it's Ani from Ward D

Nurse B: What can I do for you Ani?

Nurse A:

Nurse B: Okay, Let me go and check it for you

Nurse A: Thanks

- a. No problem
- b. I would like to apologize
- c. I would like to say "good morning"
- d. I'd like to ask about the patient A's record. I need to check whether patient A has a surgery schedule tomorrow.

3. Patient: Nurse, I have something for you

Nurse: Oh thanks Mrs. But no thanks.

Patient: Why not? I'm really grateful to be cared by you.

Nurse:.....

- a. You can give me at home
- b. I already have one
- c. I don't think I can accept that I'm very sorry
- d. No problem

D. Kunci Jawaban

- 1. A

2. D

3. C

E. Daftar Pustaka

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