



# Student Worksheet: Using Respectful Language with Patients

## Part 1: speaking

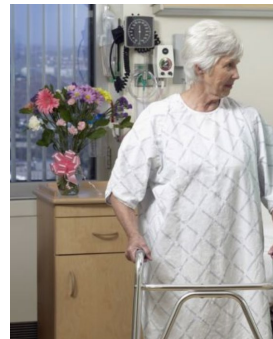
Discuss questions 1 and 2 with your partner or group.

1. How do you usually greet a friend or a colleague? How do you usually greet a stranger? Do you greet them in the same way? Why/Why not?
2. How would you greet a patient like the woman in picture A? How would you greet a patient like the woman in picture B? Would you greet them in the same way? Why/Why not?

A



B



## Part 2: reading

A. You are going to read a text about how to use respectful language with patients. Before you read it in detail, discuss questions 1–4 with your partner or group.

1. What does *respectful* mean? Think of examples from your daily life.
2. What do the underlined words and phrases in the text mean?
3. Answer the question and complete the sentences.

Do patients feel confidence in you?

*I can't leave a patient unless...*

*I am unsure about...*



4. How do you pronounce *unsure*? Focus on the /s/ sound. Is it pronounced as in **shoes** or as in **sun**?

B. Now read the text to find the correct ending to complete the sentences 1–4.

### Using respectful language

It's very important to introduce yourself to patients before you start caring for them. Always use respectful language when you speak to patients. This helps patients feel confidence in you as a professional healthcare worker.

Never call a patient by their first name unless they give you permission to do so. Elderly patients in particular may feel that you are treating them as if they are children. Younger patients, however, may feel more comfortable being referred to by their first name.

Some patients feel confused by the different healthcare workers on the ward. They are unsure about the different coloured uniforms which are worn. After introducing yourself, you should also explain your role on the ward and who you are working with during the shift.

1. You should always introduce yourself to patients

- A. at the end of the shift.
- B. before you start to care for them.
- C. in front of the nurses.

2. It is not polite to

- A. call elderly patients by their last name.
- B. use a healthcare worker's first name.
- C. use a patient's first name without asking first.

3. Younger patients may

- A. prefer you not to use their last name.
- B. expect to be called by their title.
- C. become annoyed if you call them by an incorrect name.

4. It can be difficult to know who staff are on the ward because

- A. some staff wear dresses and some wear trousers.
- B. they wear different uniforms.
- C. many staff don't say what their role is.



### Part 3: speaking

Work in groups of three to practise introducing yourself to a patient. One person is the carer, one person is the patient and one person is an observer. The observer watches the conversation and gives feedback to the people speaking: how well did they do?

Use the ideas below, or think of your own. Swap roles and practise again.

|                  | <b>gender</b> | <b>age</b> |
|------------------|---------------|------------|
| <b>patient 1</b> | female        | 10         |
| <b>patient 2</b> | male          | 25         |
| <b>patient 3</b> | female        | 75         |
| <b>patient 4</b> | male          | 80         |
| <b>patient 5</b> | female        | 30         |
| <b>patient 6</b> | male          | 5          |