

**ПРИВАТНИЙ ВИЩИЙ НАВЧАЛЬНИЙ ЗАКЛАД
«МЕДИКО-ПРИРОДНИЧИЙ УНІВЕРСИТЕТ»**

**ПОСІБНИК ДЛЯ САМОСТІЙНОЇ РОБОТИ
СТУДЕНТІВ СПЕЦІАЛЬНОСТІ «МЕДСЕСТРИНСТВО»
З КУРСУ «ДІЛОВА АНГЛІЙСЬКА МОВА».**



МИКОЛАЇВ

ВСТУП

Цей посібник розроблено для студентів спеціальності «Медсестринство», які вивчають курс «Ділова англійська мова».

Мета курсу – сформувати вміння професійного спілкування англійською мовою у медичному середовищі, зокрема у ділових та клінічних ситуаціях.

Завдання курсу:

- оволодіння професійною лексикою;
- розвиток навичок усного та письмового спілкування;
- ознайомлення з базовими граматичними структурами ділової англійської;
- формування вміння працювати з документацією, звітами, електронною поштою;
- підготовка до співбесіди, складання CV та ділових листів.

Очікувані результати:

Після завершенні курсу студент зможе:

- спілкуватися англійською у професійних ситуаціях;
- проводити базову документацію англійською мовою;
- презентувати свої професійні вміння;
- застосовувати англійську для кар'єрного розвитку.

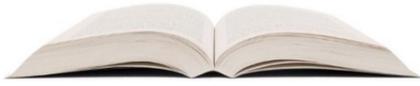
ПРОГРАМА КУРСУ (62 год)

- 1. Introduction to Business English for Nursing – 6 год**
- 2. Communication in Healthcare – 10 год**
- 3. Medical Documentation and Reporting – 8 год**
- 4. Workplace Interaction – 10 год**
- 5. Business Correspondence and Technology – 8 год**
- 6. Professional Development – 6 год**
- 7. Intercultural Communication in Nursing – 6 год**
- 8. Final Project + Assessment – 8 год**

НАВЧАЛЬНІ МОДУЛІ

Модуль	Лексика	Граматика
<i>Модуль 1. Introduction to Business English for Nursing (6 год)</i>	hospital departments, medical staff, duties, workplace items.	Present Simple / Present Continuous.
<i>Модуль 2. Communication in Healthcare (10 год)</i>	greetings, telephone phrases, patient history, common symptoms.	Past Simple, Wh-questions.
<i>Модуль 3. Medical Documentation and Reporting (8 год)</i>	medical records, patient chart, prescription, discharge summary.	Passive Voice (Present, Past).
<i>Модуль 4. Workplace Interaction (10 год)</i>	teamwork, reporting to doctors, shift change, conflicts.	Future forms (will, going to).
<i>Модуль 5. Business Correspondence and Technology (8 год)</i>	email phrases, reports, requests, electronic health records.	Modal verbs (can, must, should).
<i>Модуль 6. Professional Development (6 год)</i>	CV, cover letter, interview phrases, skills and qualities.	Present Perfect, Past Perfect.
<i>Модуль 7. Intercultural Communication in Nursing (6 год)</i>	cultural differences, medical ethics, communication strategies.	Conditionals (I, II).
<i>Модуль 8. Final Project + Assessment (8 год)</i>		

Module 1. Introduction to Business English for Nursing



Section 1. READING

1. Read the text and underline the words meanings of which you don't know.

A Nurse's Workday

Anna is a registered nurse in a city hospital. She usually works three eight-hour shifts: morning, afternoon and night. Today Anna is on the morning shift. She starts at 7:00 a.m. and finishes at 3:00 p.m.

Her day begins with a short meeting called a handover. During the handover, nurses from the previous shift tell the team about each patient: who needs medicine, who must have tests, and who is ready to go home. After the handover, Anna checks her patients' charts and makes a list of tasks.

On a typical morning Anna measures blood pressure, temperature and pulse, gives medications and helps patients with personal care. She also assists doctors during examinations and minor procedures. If a patient's condition changes, Anna reports it immediately to the senior nurse or doctor.

At 11:30 a.m. Anna writes short progress notes for each patient and updates the electronic record. She uses clear and formal language: facts only, no opinions. At noon she takes a short break to eat and rest — breaks are important to stay focused during long shifts.

In the afternoon Anna prepares a discharge summary for one patient who is going home. She explains medication instructions and follows up appointments to the patient and family. Before leaving, Anna hands over

information to the next shift. She always checks that medication orders are correct and that important tasks are noted for the incoming team.

Although the work can be tiring and sometimes stressful, Anna enjoys helping people and values teamwork. She says the most important skills for a nurse are communication, organization and calmness under pressure

2. Find the explanation of the following words and combinations.

registered nurse	shift	handover	patient`s chart	
measure	medication	senior nurse	update	focus on
discharge	appointment	incoming	calmness	pressure

3. Fill in the blanks with the correct word from the box above. Each word can be used only once.

1. A _____ is responsible for providing care and giving medicines to patients.
2. Nurses usually work in the hospital in the morning, evening, or night _____.
3. Before leaving the ward, nurses give a _____ to the next team about the patients.
4. Doctors and nurses write important information in the _____.
5. It is important to _____ the patient's blood pressure regularly.
6. A nurse must give the correct _____ at the right time.
7. If you have questions, you can always ask the _____ for advice.
8. The doctor asked the nurse to _____ the chart with the latest test results.
9. Nurses need to _____ the most urgent tasks first.
10. The patient felt better and was ready for _____ from the hospital.
11. The receptionist scheduled an _____ for the patient to see the doctor.

12. The _____ call system alerts the nurse about new patients.
13. Good nurses show _____ when working with anxious patients.
14. A nurse needs to stay calm, even when working under _____.

4. Answer the questions on the text.

1. What time does Anna's morning shift start and finish?
2. What is a handover? Name two things nurses discuss during a handover.
3. List three tasks Anna does in the morning.
4. Why does Anna write progress notes?
5. What three skills does Anna consider most important for a nurse?

5. / Write down 6 questions you would like to ask Anna about her workday. Mind the tenses and question structures.



Section 2. GRAMMAR.

Use of Present Simple.

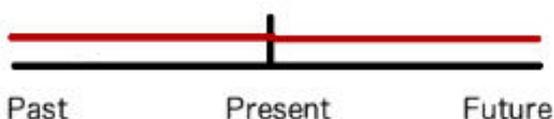
1. Study the following.

Present Simple



Repeated Action

I eat lunch every day.



General Truths

Rain falls from the sky.

★ When do we use Present Simple?

Use	Example (Medical context)
Habits / routines	A nurse usually starts work at 7 a.m.
General facts / truths	The heart pumps blood through the body.
Schedules / timetables	The doctor sees patients every Monday.
Permanent situations	She works as a registered nurse in a clinic.
Instructions / directions	First, the nurse checks the patient's chart, than she gives medication.

★ Spelling Rules for 3rd Person Singular (he/she/it):

- Add **-s** → works, reads, helps
- Add **-es** after **-sh, -ch, -ss, -o** → washes, watches, passes, goes
- Change **-y** → **-ies** (after a consonant) → studies, carries

★ Present Simple – Form and Use

Form	Structure	Examples
Affirmative	Subject + base verb (+ -s/-es with he/she/it)	I work in a hospital. She works as a nurse.
Negative	Subject + do/does not + base verb	I do not (don't) work on Sundays. He does not (doesn't) give injections.
Question	Do/Does + subject + base verb?	Do you work in the emergency ward? Does she check the patient's chart?

2. Fill in the blanks with the correct form of the verb in brackets.

1. Nurses usually _____ (work) long shifts.
2. My colleague _____ (not/check) the patient's temperature in the evening.
3. _____ (the doctor/see) patients on Saturdays?
4. The heart _____ (pump) blood around the body.
5. We _____ (have) a handover meeting every morning.
6. She _____ (give) medication to the patients at 8 o'clock.
7. _____ (you/update) the patient's chart after each procedure?

8. A good nurse always _____ (stay) calm under pressure.

3. *Write 5 sentences about your own daily routine at work/study using the Present Simple.*

4. *Put the words in the correct order.*

1. every morning / checks / the nurse / temperature / the patient's
2. do / work / night shifts / you
3. the doctor / at 10 a.m. / an appointment / has
4. give / the nurse / does / medication / when
5. not / we / on Sundays / work
6. always / calm / under pressure / stays / a good nurse
7. update / after / the chart / procedure / they / each
8. goes / hospital / to / he / by bus
9. blood / the heart / the body / pumps / around
10. in a clinic / works / my sister / as a registered nurse

Extra task: Make 2 more scrambled sentences using medical vocabulary for your classmates.

5. *Correct the mistakes in these sentences. Rewrite them correctly.*

1. The nurse give medication every morning.
2. Do she works in the emergency room?
3. My colleague don't check the blood pressure.
4. The doctor see patients at 9 o'clock every day.
5. He study at the medical university.
6. Nurses checks the patient's chart before handover.
7. Does they work night shifts?
8. The heart pump blood through the body.
- 9.

6. *Write 3 wrong sentences in Present Simple and swap them with a partner. Correct each other's sentences.*



Section 3. VOCABULARY.

1. Read and translate the text about hospital departments.

What is a Hospital Department?

A *hospital department* is a specialized unit within a healthcare facility dedicated to providing focused medical care and services. Each department is equipped with specific resources, staff, and technology to address particular health needs.

These units are organized to cater to patient care, enhance treatment efficacy, and ensure efficient operation within the hospital. Departments often include a range of professionals such as doctors, nurses, technicians, and support staff, all working collaboratively.

The structure of hospital departments allows for a multidisciplinary approach to patient care, ensuring that individuals receive comprehensive and specialized medical attention tailored to their specific conditions and needs.

Different Types of Hospital Departments

These are the all major types of Hospital Departments list that you can find in any hospital that tries to cover all major health issues and body problems:

	Hospital Department Name	Specialized duties
1	<i>Emergency Department (ED)</i>	Immediate care for acute illnesses and injuries
2	<i>Cardiology</i>	Diagnosis and treatment of heart and vascular conditions
3	<i>Neurology</i>	Care for brain, spinal cord, and nervous system disorders
4	<i>Pediatrics</i>	Medical care for infants, children, and adolescents

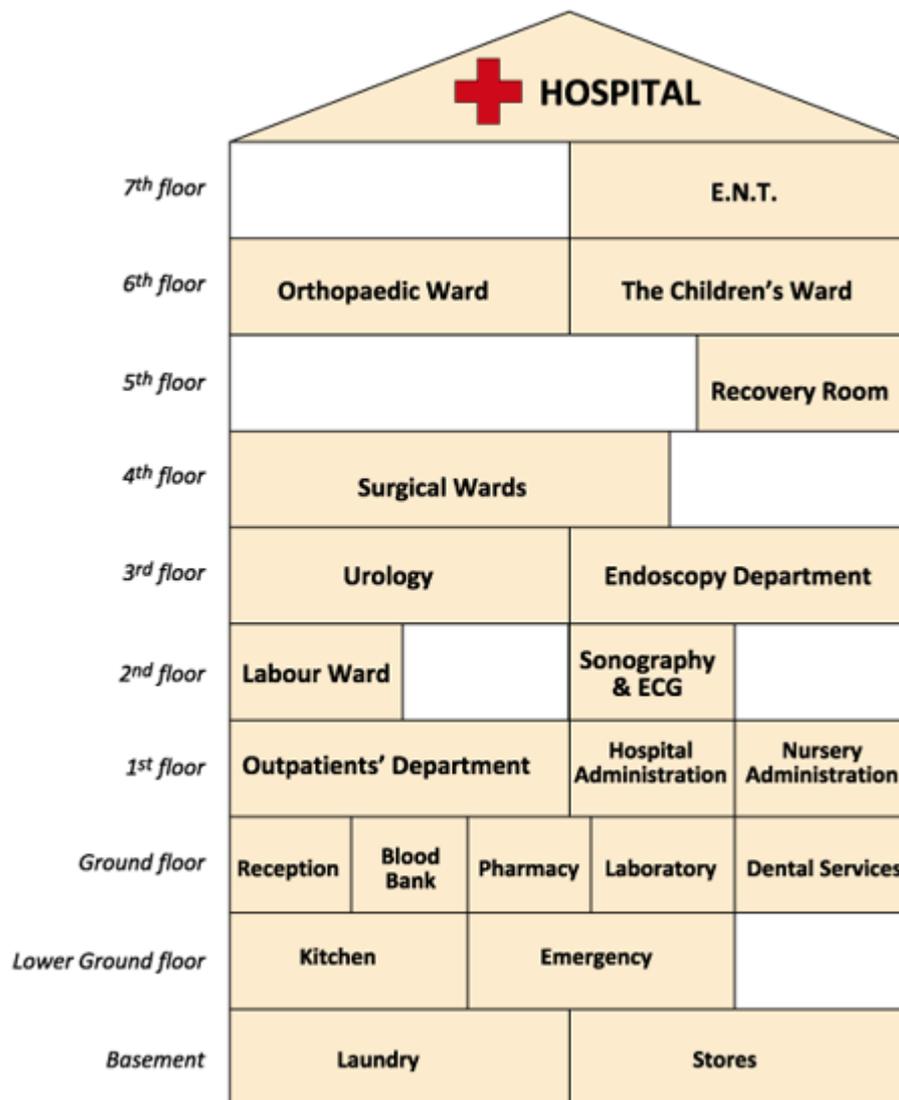
5	<i>Obstetrics and Gynecology</i>	Women's reproductive health and childbirth
6	<i>Oncology</i>	Diagnosis and <u>treatment of cancer</u>
7	<i>Orthopedics</i>	Treatment of musculoskeletal system issues
8	<i>Radiology</i>	Imaging services for diagnosis and treatment
9	<i>Pathology</i>	Laboratory analysis of body tissues and fluids
10	<i>General Surgery</i>	<u>Surgical</u> procedures for a wide range of conditions
11	<i>Urology</i>	Treatment of urinary and male reproductive systems
12	<i>Dermatology</i>	Care for skin, hair, and nail conditions
13	<i>Gastroenterology</i>	Treatment of digestive system disorders
14	<i>Nephrology</i>	Care for kidney-related conditions
15	<i>Pulmonology</i>	Treatment of lung and respiratory tract disorders
16	<i>Psychiatry</i>	Mental health care and treatment
17	<i>Endocrinology</i>	Treatment of hormonal and metabolic disorders
18	<i>Rheumatology</i>	Care for autoimmune and inflammatory diseases
19	<i>Anesthesiology</i>	Pain management and anesthesia for surgeries

20	<i>Intensive Care Unit (ICU)</i>	Critical care for severely ill or injured patients
21	<i>Infectious Diseases</i>	Treatment of infections and contagious diseases
22	<i>Ophthalmology</i>	Eye care and vision services
23	<i>ENT (Otorhinolaryngology)</i>	Care for ear, nose, and throat conditions
24	<i>Hematology</i>	Treatment of blood disorders
25	<i>Physical Medicine and Rehab</i>	Rehabilitation and physical therapy services

2. Name the departments described below.

- This department takes care of newborn babies and mothers after childbirth.
- Here patients with broken bones or joint problems are treated.
- This is the first place where emergency patients go for urgent help.
- Here doctors treat diseases of the heart and blood vessels.
- This department gives operations to patients who need surgical treatment.
- Here patients with lung and breathing problems are treated.
- In this department children from babies to teenagers get medical help.
- This is where doctors check and treat patients with problems in the brain or nerves.
- Here patients with kidney diseases get special treatment like dialysis.
- In this place patients with mental health problems receive care and support.
- This department uses X-rays, MRI, and ultrasound to look inside the body.
- Here doctors treat patients with skin problems like rashes, burns, or acne.
- This department helps patients with cancer, often using chemotherapy.
- Here patients learn to walk and move again after accidents or strokes.
- This is where blood is tested, and samples are studied in the laboratory.

3. Look at the hospital plan and say where each department is located.



4. Add the following wards or departments to the diagram above.

- ✓ Medical Wards
- ✓ The Post-natal Ward and Neonatal Unit
- ✓ The Radiology Department
- ✓ The Operating Theatres
- ✓ Central Sterilizing Department
- ✓ Intensive Care Unit

5. Imagine you are a private hospital owner. How would you arrange all departments on your hospital plan? Make a drawing.

6. Answer the following questions in full form and paying special attention to the use of prepositions:

1. Where can a mother go to visit her premature baby?
2. Where do ambulances take victims of road accidents?
3. Where can you go to donate blood?
4. Where do doctors check your eyes?
5. If a mother with a sick child comes to the hospital, where does she have to go?
6. Where do you ring to order a patient's medications?
7. Where do patients usually go if they have a heart attack?
8. Where do you take an urgent specimen of urine for microscopic examination?
9. Where can a person find a dermatologist to look at his or her moles?
10. Where do patients fill their paperwork when coming to the hospital?

7. Revise the vocabulary of medical staff.

Doctor/Physician: diagnoses a patient's problems and prescribes treatment. Abbr. "Dr". In the UK, surgeons are traditionally not called "Doctor" but are addressed as "Mr". "Mrs". Etc. A family doctor is usually known as the GP (General Practitioner) and he or she works from a surgery. (Surgery: consultorio/consulta)

Consultant: a doctor who is a senior specialist in a particular branch of medicine and who is consulted by a GP. Eg: She was referred to the consultant orthopaedist. ("MD" stands for "Doctor of Medicine")

Nurse: a nurse looks after the daily needs of patients in hospital and acts as intermediary between doctors and relatives.

There are many types of nurses and they can be classified depending on different aspects: the level of education achieved, their medical speciality. The main kinds of nurses according to the level of education are the following:

- **An LPN (Licensed practical nurse)** usually has less than 2 years of training. They perform simple and some complex medical procedures. They work under other health care professionals to provide patient care.
- **An RN (Registered Nurse)** has a university degree in nursing and often is responsible for supervising the tasks of LPNs. RNs provide direct care, patient education and make decisions about proper patient care.
- **An APN (Advanced Practice Nurse)** has a masters or doctoral degree. They provide direct care, diagnose disease, prescribe medication, work in research and educate patients and other healthcare professionals.
- **Surgeon:** operates on patients and visits patients daily post-operatively to order any change in treatment.
- **Anaesthetist:** puts patients to sleep before an operation or gives local or spinal anaesthetic before an operation.

- **Radiographer:** takes X/Rays, MRI (Magnetic Resonance Imaging) and CAT scans (Computerised Axial Tomography).
- **Physiotherapist:** exercises injured limbs-arms and legs and helps patients with post-operative breathing exercises.
- **Pharmacist:** prepares and dispenses medications and can give advice about the quantity of a drug to give (dosages).
- **Dietician:** decides what food a patient can eat and organizes different diets for ill patients.
- **Speech therapist:** assists people of all ages who have problems communicating.
- **Laboratory technician:** tests specimens of urine, blood, sputum etc. for abnormalities.
- **Chiropodist:** looks after injured or diseased feet.
- **Paediatrician:** specializes in the treatment of the diseases of children.
- **Occupational therapist:** teaches patients to live as normally as possible with a disability.

8. Match up the person with the correct definition.

- | | | |
|---------------------|--------------------------------|-------------------------------|
| a) consultants | b) physiotherapists | c) ward sisters/charge nurses |
| d) plastic surgeons | e) speech therapists | f) chiropodists |
| g) social workers | h) medical laboratory officers | |
| i) radiographers | j) dietitians | k) porters |
| l) pharmacists | m) laundry staff | n) general practitioners |
| o) pediatricians | p) occupational therapists | |

1. They assist patients who have difficulties speaking.
2. They take care of people's feet.
3. They work together with medical personnel in hospital and try to deal with a patient's problems at home.
4. They clean and organize bed linen.
5. They move patients on trolleys, beds and wheelchairs.
6. They work out special meals and give advice on the most appropriate food.
7. They are responsible for, prepare and dispense medicine.
8. They are specialized in children.

9. Senior medical people who give expert advice and are responsible for final decision making.
10. They give massage and exercise to restore specific bodily functions.
11. They operate on patients to repair skin damage or improve a patient's appearance.
12. Their work is rehabilitation and assistance of people recovering from or suffering from illness.
13. They operate equipment in the X-ray department.
14. They work in the departments which are responsible for specimens.
15. They are responsible for running and organizing a ward or department.
16. These doctors may refer their patients to hospital to see a specialist or to receive specialist care.