

## Тема 11

*Лексична тема:* Спілкування з персоналом. Communicating with Staff  
Reading

### ***Ex 1. P.18 Reading***

**Read the text and translate it in the written form. Copy out and learn all the unknown words.**

Dear Staff,

Concerns have been raised about the communication lagging when shifts change. Medical records are not currently being filled in correctly, meaning that nurses who are starting their duties are ill-informed about the patients' current status. This lack of communication is putting patients at risk. I would like to take this opportunity to highlight the processes which you must adhere to when you change shifts.

Please make sure you update all medical records. All records must be listed in chronological order. Make sure you document all medication that the patient has received and make a full assessment of the patient's current status. Make sure the patient's plan of care is clearly stated.

Make sure your records are comprehensive. Do not leave out any important details. However, records must also be concise. Avoid unnecessary wordiness. You must ensure that you write legibly, as there have been recent problems reading illegible handwriting. Use all capitals if your cursive is messy, and only use approved standard abbreviations.

Observe these guidelines every time you complete your shift.

Thank you in advance for your cooperation.

Lindsey Davies  
Head Nurse

### ***Ex 2. P.18 Reading***

**Read the email from a head nurse. Then, choose the correct answers.**

1. What is the email about?  
A problems with patient care  
B nurses arriving late for shifts  
C problems making notes about patients  
D failure to communicate supply issues
2. Which of the following don't need to be written down?  
A the patient's plan of care  
B medication that the patient has received  
C the patient's status at the moment  
D the patient's illness
3. Which of the following does the head nurse ask nurses to do?  
A type their notes  
B write in capital letters  
C highlight the patient's records  
D add as much as information as possible

***Ex 3. P.18 Vocabulary***

**Match the words (1-5) with the definitions (A-E).**

1. \_\_\_\_ legibly
  2. \_\_\_\_ comprehensive
  3. \_\_\_\_ concise
  4. \_\_\_\_ chronological order
  5. \_\_\_\_ at risk
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- A. in a way which is easy to read
  - B. in danger
  - C. detailed but brief
  - D. listed according to time or date
  - E. complete

***Ex 4. P.19 Reading***

**Read the sentence and choose the correct word.**

1. The nurses need to **adhere to** / **document** all the medication that the patients have taken.
2. There was not a lot of space on the form, so Charlotte used some **assessments** / **abbreviations**.

3. Every few hours, the nurse made **an assessment** / **a status** of the patient's condition.
4. The nurse told the doctor about the patient's current **status** / **abbreviation**.
5. Karen noted the patient's **plan of care** / **assessment** on the medical records.
6. The head nurse warned that nurses who failed to **highlight** / **adhere** to the rules would face consequences.