Answer Key

Part 1

Unit 1 (pages 1–22)

Listening for Language (page 2)

1. That’s wonderful.
2. Go on.
3. Oh, no!

Matching Types of Specialists (page 4)

1. f
2. b
3. e
4. k
5. i
6. j
7. c
8. h
9. l
10. d
11. g
12. a

Defining More Specialists (page 4)

Possible answers:

2. gives clients anesthesia before surgery and monitors them during surgery
3. treats women during their pregnancy and when they give birth; also treats diseases of the female reproductive system
4. studies how a person’s internal organs are affected by disease that they have
5. reconstructs the shape and appearance of damaged body structures
6. treats diseases of the male reproductive system; also treats diseases of the male and female urinary tracts
Dialogue Completion (page 6)
Possible answers:
2. Congratulations.
3. Oh, no!
4. Go on.
5. You're kidding!
6. I'm sorry to hear that.
7. Great!
8. Really?

Discussion (page 7)
Answers will vary.

Dialogue Completion (page 8)
Possible answers:
1. New nurse: Pleased to meet you.
   Supervisor: Glad to meet you.
2. Client: It's very nice to meet you.
   Nurse: It's nice to meet you, too.
3. Nurse's Aide 1: Hi.
   Nurse's Aide 2: Hi.
4. Client: Happy to meet you, too.

Writing Questions (page 9)
Answers will vary.

Dialogue Review (page 10)
Nurse: Good morning, Mrs. Chan. My name is Evelyn, and I'll be one of the nurses taking care of you here.
Client: Nice to meet you. You look really young to be a nurse!
Nurse: Really? That's nice to hear. I've been a nurse for three years now.
Client: Well, I guess everyone is young compared to me. I'm just 72 years young.
Nurse: Good for you! Well, I see that you are here for a hip replacement.
Client: Yes, my orthopedic surgeon will come to see me soon.
Nurse: Are you nervous?
Client: Not really.
Nurse: Will someone from your family be here with you?
Client: Yes . . . I think I hear them now.
Nurse: Great! Well, my shift is over and I need to leave now, but I'll be back tomorrow at 7:00 AM. Good luck with your surgery.
Client: Thanks.

Role Plays (page 10)
Answers will vary.
Listening for Language (page 11)

1. Where does he live?
2. Can you read and write Russian, too?
3. On a scale of 1 to 10, how much does it hurt?

Recognizing Information on Forms (page 12)

<table>
<thead>
<tr>
<th>Personal Information</th>
<th>Medical History Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>first name</td>
<td>current medications</td>
</tr>
<tr>
<td>last name (family name)</td>
<td>medical conditions</td>
</tr>
<tr>
<td>middle initial</td>
<td>substance use</td>
</tr>
<tr>
<td>signature</td>
<td></td>
</tr>
</tbody>
</table>

Address Information

- apartment or house number
- city
- state
- street
- zip code

Contact Information

- business (work) phone number
- cell (mobile) phone number
- e-mail address
- home phone number

Personal Information

- date of birth (DOB)
- gender (sex)
- occupation
- Social Security number (SSN)

Filling Out a Form (page 13)

Answers will vary.

Matching Information (page 14)

1. d
2. e
3. h
4. a
5. c
6. i
7. b
8. f
9. g

Facial Expressions (page 15)

Possible answers:

2. pain
3. disgust
4. fear
5. surprise
6. disinterest

Charades (page 15)

Answers will vary.
Eye Contact (page 15)
1. avoided
2. direct
3. prolonged
4. indirect or inconsistent

Greetings (page 16)
Possible answers:
1. informal, Hi, that’s right.
2. formal, Good morning. Thank you for asking. Yes, I did.
3. formal, Greetings. I’m fine, thank you.
4. informal, Hey, what’s up?

Sentence Completion (page 17)
1. Are
2. Does
3. Do or Would
4. What
5. Why or When

Dialogue Completion (page 18)
Answers will vary.

Following Up (page 18)
Answers will vary.

Writing Questions (page 20)
Answers will vary.

Small Talk (page 20)
Answers will vary.

Dialogue Review (page 21)

Nurse: Hello, Mr. Dross. I’m here to help you fill out this form for your health insurance company.

Client: Hi. Thanks. My printing’s not so good these days.

Nurse: O.K. What is your middle initial.

Client: “X.” My middle name is Xavier.

Nurse: Well, that’s an interesting name. Now, what’s your address and zip code?

Client: 1320 Elmwood Street. That’s in Riverside. The zip code is 92025.

Nurse: All right. What’s your date of birth?

Client: June 1st, 1947.

Nurse: (Oh, my father was born on June 1st, too.) It’s a small world! O.K. Now they need to know what medications you’re taking. We can get that from your chart. How about substance use? I know that you smoke. How often do you smoke?

Client: I can’t smoke in here. In the real world, I smoke about a pack of weed a week, not much.
Nurse: O.K., well, we can fill out the rest of the form based on your chart. We’ll submit the form as soon as possible.

Client: Thanks.

Role Plays (page 21)
Answers will vary.

Sharing (page 22)
Answers will vary.

Unit 2 (pages 23–38)

Listening for Language (page 23)
1. Did you understand me?
2. . . . did you hear what I just said?
3. Hey, did you catch that?

Using Terms of Address (page 25)
Answers will vary.

Choosing the Appropriate Terms of Address (page 25)
Possible answers:
2. Excuse me (little girl)! You dropped your doll.
3. Excuse me, Nurse! You dropped your pen.
4. Excuse me, Sir! You forgot your paper.
5. Excuse me! You are going the wrong way.
6. Excuse me, Ma’am! That’s the wrong door.
7. Excuse me, Officer! You lost your notepad.
8. Excuse me! You forgot your jacket.
9. Excuse me, Doctor! You left your cell phone on the desk.

Writing Dialogues (page 27)
Answers will vary.

Discussion (page 27)
Answers will vary.

Dialogue Completion (page 28)
Possible answers:
1. No, I’m afraid that’s not possible. The hospital has rules against parties.
2. Sorry, that’s impossible. They all live in Ghana.
3. No. I’d get in trouble if my friend slept in the waiting room. You’ll have to go home now.
Practicing Name Stress (page 29)

1. Mrs. Berry
2. Mr. Blake
3. Ms. Koupai
4. Nurse Zhang
5. Nurse Ratchett
6. Nurse Woo
7. Dr. Wistrom
8. Dr. Mitchell
9. Dr. Luck
10. Margaret Hoolihan
11. Angela Barton
12. Marcus Bennett

Using Names in Conversations (page 29)
Answers will vary.

Dialogue Review (page 30)

Nursing Assistant: Good morning, Mr. Senich. How are you today?
Client: Eh?
Nursing Assistant: I said, “Good morning. How are you?”
Client: Oh, fine, fine, I’m the picture of health.
Nursing Assistant: I’m Greta Levis. I’m going to be assisting you today. Right now I need to
take your blood pressure.
Client: Humph!
Nursing Assistant: I need to you relax as I do this. Is that clear?
Client: Look, I’m not sick. I need to get out of here. My wife needs me at home.
Nursing Assistant: I’m afraid that’s not possible, Mr. Senich. The paramedics brought you here
last night because of your fainting. The doctors need to watch you as they
wait for your test results. Dr. Seefelt will be here soon to talk with you.
Mr. Senich: Oh, all right. If you say so.

Role Plays (page 30)
Answers will vary.
Listening for Language (page 31)
1. sleepy air
2. boo-boo
3. little one, big boy

Recognizing Age-Appropriate Words (page 32)
1. stomach
2. pajamas
3. injury
4. Mother
5. toilet
6. blanket
7. Answers will vary.
8. Answers will vary.
9. Answers will vary.

Dialogue Completion (page 33)
Possible answers:
1. potty, pee-pee, poo-poo
2. jammies
3. Mommy and Daddy

Matching (page 33)
1. e
2. c
3. a
4. f
5. d
6. b

Inventing Euphemisms (page 34)
Possible answers:
1. headphones for your heart
2. an arm hug
3. cleaning water
4. a pretend wall
5. a medicine that drips out of a needle into your arm
6. magic picture
**Writing Dialogues (page 34)**
Answers will vary.

**Dialogue Completion (page 35)**
Possible answers:

2. Mommy is coming soon. Let’s count to three. One, two, three. All done!
3. You’re such a big girl. Just try to relax, honey.
4. No, sweetie. The doctor still needs to check you over. Hey, why don’t we play this game that your Mommy gave you? Does that sound good?

**Using Language to Distract Children (page 35)**
Possible answers:

1. Just relax.
2. Look here! Look at me!
3. You’re such a big girl.
4. Hey, why don’t we talk about your race cars.

**Stress in Adjective-Noun Pairs (page 36)**

- 1. a nice doll
- 2. a new shirt
- 3. a fun game
- 4. a worried parent
- 5. a happy child
- 6. a good book
- 7. a tired patient
- 8. an upset tummy
- 9. cold milk
- 10. bad weather
- 11. your big brother
- 12. blue slime!
Dialogue Review (page 37)

Nurse: Hello, Senan. My name is Ray, and I’m going to be your nurse today. Good morning, Mrs. Babol. How is he doing today?

Mother: He’s in a better mood than yesterday. I brought him his favorite toys.

Nurse: Hey, Senan. That’s a cool robot. Does it beat up on the bad guys?

Client: Yeah, and it talks, too.

Nurse: Awesome! Hey, I’m going to listen to your heart with this round metal thing. Do you want to listen to you robot’s heart first?

Client: Robots don’t have hearts!

Nurse: Oh, right, sorry. Well, can you tell me where you have an owie today?

Client: This part [points to shoulder] and this part [points to thigh] and this part and this part [points to all over his body and begins to laugh].

Nurse: Oh! Did you break all of the bones in your body?

Client: Yeah.

Nurse: I bet there’s one bone that didn’t break. You didn’t break your funny bone! [tickles Senan on the arm]

Client: You’re funny!

Nurse: We’ll fix up your bones, but you have to promise no more climbing trees. You and Mr. Robot stay on the ground.

Role Plays (page 37)

Answers will vary.

Sharing (page 38)

Answers will vary.

Unit 3 (pages 39–58)

Listening for Language (page 39)

1. father
2. husband
3. daughter-in-law

Using Vocabulary about Family (page 41)

1. mother
2. cousin
3. sister-in-law
4. sister
5. son
6. grandfather
7. daughter-in-law
8. spouse
Sentence Completion (page 41)
1. Your daughter’s husband
2. Your father’s mother or Your mother’s mother
3. Your father’s sister, Your mother’s sister, or Your uncle’s wife
4. A male child of your parents
5. Your husband’s father or your wife’s father
6. Your female child

Discussion (page 41)
Answers will vary.

Dialogue Completion (page 43)
Possible answers:
1. In language that you can understand
2. Let me explain it in simple terms.
3. Walk, walk

Translating into Everyday Terms (page 43)
Possible answers:
1. Something is blocking the client’s intestines. The doctors will operate to find out what it is.
2. The nurse on the next shift will hang a new intravenous fluids bag.
3. We will schedule a time for the doctor to remove the dead tissue from the client’s wound.
4. We will take care of the fluid you have under your skin. You will have to stay at the hospital.

Dialogue Completion (page 44)
Possible answers:
1. I regret that . . .
2. I know that this is very hard for you, but . . .
3. It’s too bad, but . . .

Matching (page 45)
Possible answers:
1. e
2. c
3. a
4. b
5. d
Verb Endings (page 46)
1. sees
2. says
3. tells
4. explains
5. waits
6. walks
7. worries
8. makes
9. pays
10. helps

Recognizing Verb Endings (page 46)
1. helps
2. explains, makes
3. listens, answers
4. smiles, laughs
5. cares

Verb with an Extra Syllable (page 46)
1. relaxes
2. stretches
3. reaches
4. touches
5. pushes
6. exercises
7. changes
8. assesses
9. washes
10. advises

Recognizing Verbs with an Extra Syllable (page 47)
1. exercises
2. raises, reaches
3. stretches, touches
4. pushes
5. finishes, relaxes, massages
Pronunciation Practice (page 47)

3. C takes medications
4. C watches T.V.
5. C receives visitors
6. S measures blood pressure
7. S cleans the shower
8. S files forms
9. C eats in bed
10. S folds the towels
11. C uses a bedpan
12. S removes the trash

Dialogue Review (page 48)

Nurse: May I have your attention, everyone. I know that you are all here for Billy Blair. Can we get one of you to be the representative of the family?

Grandfather: Barbie—you talk to her. She’s Billy’s wife.

Barbie: I . . . can’t.

Grandfather: O.K. I’ll talk to you. I’m the grandfather. His parents aren’t here yet.

Grandfather: Can you tell me Billy’s condition?

Nurse: I’m sorry. I can’t. It’ll be just a little while longer until the doctors let us know.

Grandfather: Well, what do you know right now? I gotta tell the others something.

Nurse: What I know is that the doctors needed to do an emergency tracheotomy.

Grandfather: What does that mean?

Nurse: In simple terms, it means that they had to cut a hole in Billy’s neck in order for him to breathe. You’ll have to pardon me now. Please go back with the others. I’ll keep you posted.

Role Plays (page 48)

Answers will vary.

Listening for Language (page 49)

1. 24 hours
2. 9:00 AM to 9:00 PM
3. 10 minutes every three hours

Determining Emotions (page 50)

Possible answers:
1. cheerful
2. hopeful
3. anxious
4. shocked
5. angry
Dialogue Completion (page 51)
Possible answers:
1. on an emotional roller coaster
2. frustrated
3. exhausted

Comparing Cultures (page 52)
The answers for North American culture are found in the text.
The answers for the second column will vary.

Practicing Nonverbal Communication (page 52)
Answers will vary.

Dialogue Completion (page 53)
Possible answers:
1. When can I speak with the doctor?
2. Can I see my mother now?
3. Is there somewhere I can rest for a while?
4. I’m trying to locate my mother.
5. How is my mother doing?

Identifying Acceptable Small Talk Topics (page 54)
Possible answers:
1, 2, 4, 6, 10, 13

Discussion (page 54)
Answers will vary.

Changing the Topic (page 54)
Answers will vary.

Identifying Stressed Words (page 55)
1. Who is the daughter of Mrs. Dankum in Room 204?
2. The young clients were excited to see the famous actor in the hospital.
3. That client is tired, but will be happy when her relatives visit.
4. Visiting hours are from 9:00 AM to 9:00 PM.
5. I’ve worked in this clinic for three years.

Practicing Sentence Stress (page 56)
Answers will vary.

Reading for Sentence Stress (page 56)
Answers will vary.
Dialogue Review (page 57)

Daughter:  Mom, I’m so relieved to see you.
Client:    Were you worried? I’m O.K. I’m fine here. Oh! Here’s my roommate
Roommate: Hi. Are you Tuyet’s daughter? She told me you were coming. I was just in the hair salon. What do you think? For $20.00?
Daughter:  Oh, it’s nice to meet you, Sophia, is it? Your hair’s beautiful.
Roommate:  Well, maybe you should try this style. You’re so skinny that some “big hair” might help.
Daughter:  Yes, well, maybe. Oh, Mom, let me help you arrange these get well cards.
Client:    It’s so nice having you here!
Daughter:  I’ll be here for a few hours today, and I’ll come back tonight.
Client:    I think that visiting hours end at 8:00 PM.
Daughter:  O.K. Hey, is there somewhere I can get something to eat?
Roommate:  You are skinny, so you can eat. How much do you weigh?
Client:    The vending machines are right down the hall.
Daughter:  O.K. I’ll be right back. Don’t go anywhere—ha ha!

Role Plays (page 57)
Answers will vary.

Sharing (page 58)
Answers will vary.

Part 2

Unit 4 (pages 60–79)

Listening for Language (page 60)
1. Would you mind . . .
2. Can you . . .
3. I need you to . . .

Sentence Completion (page 62)
Possible answers:
1. errands
2. workload
3. relieve
4. go to bat for
5. task

Discussion (pages 62–63)
Answers will vary.
Dialogue Completion (page 65)
Possible answers:
1. Of course.
2. Sure.
3. No problem.
4. I’d like to, but I can’t. I’m leaving now. Please ask Nurse Penny.
5. Certainly.
6. I’m afraid I can’t. No one gets a promotion after only one year.

Referring (page 66)
Possible answers:
1. I’m not an expert in that. Maybe you should ask the supervisor.
2. Nurse Nguyen is my go-to person for Vietnamese patients.
3. This calls for someone with more experience than I have. Let’s ask your doctor.

Dialogue Completion (page 67)
Possible answers:
1. It was my pleasure.
2. Sure.
3. You’re quite welcome.
4. No problem.

Situation Analysis (page 67)
Possible answers:
1. no thanks necessary
2. thanks
3. it depends

Dialogue Review (page 69)
Nurse 1: Do you need some help?
Nurse 2: Oh, thanks. That would be great. There is just too much going on here today.
Nurse 1: My pleasure. Let me know which patients I can help you with.
Nurse 2: The car accident client in bed 318-A has asked for more pain meds. Could you get a doctor in to see him?
Nurse 1: Certainly.
Nurse 2: Oh, and the gall bladder operation in 306-A has been complaining about his bed. Do you think you can try to adjust it for him?
Nurse 1: I’ll try.
Nurse 2: And the broken leg in 309-B wants someone to fix her TV. Would you mind calling for the technician?
Nurse 1: No problem.
Nurse 2: And, let’s see. I just found out that it’s Mr. Smith’s 70th birthday today. He’s in bed 312-A. I wonder if you could call the kitchen and ask someone to include a candle with his dessert?
Nurse 1: Consider it done.
Nurse 1: And how about teaching me how to keep little Mary in 336 occupied. She's a handful!
Nurse 2: Of course.
Nurse 2: Hmmm. After work can you go to my house and make dinner for my family?
Nurse 1: Sure. [laughing]

Role Plays (page 69)
Answers will vary.

Listening for Language (page 70)
1. Cath? What does that mean?
2. Excuse me, H1N1?
3. Acute? How do you spell that?

Learning Common Acronyms (page 71)
1. acquired immune deficiency syndrome
2. computerized axial tomography
3. lightwave amplification by stimulated emission of radiation
4. laser-assisted in situ keratomileusus
5. picture elements
6. rapid eye movements
7. seasonal affective disorder
8. severe acute respiratory syndrome
9. sudden infant death syndrome
10. range of motion

Using Acronyms (page 72)
Answers will vary.

Practicing Clarification (page 73)
Answers will vary.

Writing Dialogues (page 75)
Answers will vary.

Dialogue Completion (page 76)
Possible answers:
1. Nurse: This is Chris. How may I help you?
   Nurse: I'll transfer you to the Nurse's Station.
2. Nurse: Good evening. University Hospital—Maternity. This is Liliya. May I help you?
   Nurse: O.K. Can you hold, please?
   Nurse: I'll connect you with that department.
Spelling (page 78)

1. mouthwash
2. check his chart
3. tough job
4. painful to touch
5. phone call
6. sharp knife
7. bad cough
8. thank you
9. family photo
10. shower and shampoo
11. teeth in a mouth
12. discharge the child

Dialogue Review (page 78)

Nurse: Good evening. Dallas General Hospital Maternity Ward. This is Lu. How may I help you?

Caller 1: Yes, this is Dr. Sutton. I’d like to speak to Dr. Shank about a SIDS research study I’m doing.

Nurse: Dr. Shank is in the N.I.C.U. right now. I’ll transfer you to that floor.

Caller 1: O.K. Thanks.

Nurse: Good evening. Dallas General Hospital Maternity Ward. This is Lu. May I help you?

Caller 2: Yes, I’m calling to find out if Zoe Cavanaugh has had her baby.

Nurse: C-a-v-a-n-a-u-g-h. How do you spell that, please?

Caller 2: C-a-v-a-n-a-u-g-h.

Nurse: I need to check and see. Hold on, please. Hello? Yes, she’s had the babies and has already been discharged.

Caller 2: I’m sorry. Babies?

Nurse: Yes, she had twins.

Role Plays (page 78)

Answers will vary.

Sharing (page 79)

Answers will vary.
Unit 5 (pages 80–98)

Listening for Language (page 80)
1. Can you repeat the amount?
2. Did you say 13 or 30?
3. What was that again?

Matching (page 82)
1. c
2. h
3. e
4. b
5. a
6. d
7. f
8. g

Dialogue Completion (page 82)
1. in trauma
2. to call it
3. in declining health
4. on life support

Sentence Completion (page 83)
Answers will vary.

Dialogue Completion (page 84)
Possible answers:
1. Excuse me. Can you please repeat that?
2. Say again?
3. Excuse me. Could you please repeat that?
4. Could you say that again?
5. I didn’t understand what you said.

Dialogue Completion (page 85)
Possible answers:
1. You’re right.
2. Absolutely!
3. You can say that again!
4. I think so too.

Writing Dialogues (page 86)
Answers will vary.
Dialogue Review (page 89)

Chief Nursing Officer: How much room do they have in the ED?
Nurse 1: Not much. Only for those worst off.
Chief Nursing Officer: [examining a client] Pupils are constricted. Heart rate is 120...110... Get the defibrillator. Clear!
[uses the defibrillator] Get this one into a trauma bay now!
Nurse 1: Yes, right away.
Chief Nursing Officer: [talking to a client] Hey, buddy. Can you hear me? [client blacks out] Nurse! Nurse! Get this one into the ED, STAT!
Nurse 2: I'm on it.
Client: Help me!
Chief Nursing Officer: Tell me where it hurts.
Client: My [inaudible]'s broken.
Chief Nursing Officer: [Can you repeat?] What's broken?
Client: My arm. My arm's broken.
Chief Nursing Officer: Hang on. We'll get a nurse here to help you as soon as we can.
[goes to help another client] This one's got head trauma. Line him up for the ED. Nurse. We're going to need about 50 units of blood. Call the lab.
Nurse 3: [Please clarify the number—15 or 50?]
Chief Nursing Officer: 50!
Nurse 3: Got it.
EMT: [wheeling in another client] This one's beyond help.
Chief Nursing Officer: [examines client] You're right, We need someone to call it.
Nurse 4: [looks at clock] The time of death is 4:04 PM.

Role Plays (page 89)
Answers will vary.

Listening for Language (page 90)
1. My apologies.
2. I'm really sorry, Doctor.
3. Sorry about that.

Using the Negative (page 91)
1. They don't (or can't) get a handle on things quickly.
2. She hasn't gotten the hang of things.
3. I can’t catch on.
4. I can’t put two and two together.
5. He can’t figure it out.
6. You don’t have a knack for that.
Sentence Completion (page 91)
Answers will vary.

Choosing the Correct Preposition (page 92)
1. or
2. on
3. out
4. in, out
5. over
6. to

Dialogue Completion (page 93)
Possible answers:
1. I’ll get to it soon.
2. I’m working on it.
3. It should be no problem.
4. It may take a while.
5. It’ll just be a second.

Dialogue Analysis (page 93)
Possible answers:
1. A = supervisor; B = nurse or nursing assistant, hallway or nurses station, Answers will vary.
2. A = client; B = nurse or nursing assistant, client’s room, Answers will vary.
3. A = client; B = nurse or doctor, ED or examining room, Answers will vary.

Writing Apologies (page 95)
Possible answers:
1. I’m so sorry.
2. Please excuse me.
3. Oops!
4. Please accept my apologies. (+ excuse)
5. Sorry.
Dialogue Review (page 97)

Supervisor: How’s everything today?
Nurse: Fine. We’re busy, but everything’s fine.
Supervisor: Did you finish checking your meds?
Nurse: No, not yet. I haven’t gotten around to it yet.
Supervisor: Have you taken vitals already this morning?
Nurse: I’ll be done with that in a few minutes. Can I ask question about bed pans and bed baths? Can I always ask a CNA to do those?
Nurse: Oh, my fault, then. I thought that there would be enough CNAs to help with that. That’s what we learned at nursing school.
Supervisor: Well, every hospital is different.
Nurse: I find that I’m getting a handle on some things but missing the point on others.
Supervisor: I think that you are going to figure everything out soon.
Nurse: That’s good to hear. I’m sorry to ask so many questions.
Supervisor: Sorry? No worries. Asking questions is a sign of a good nurse.

Role Plays (page 97)
Answers will vary.

Sharing (page 98)
Answers will vary.

Part 3

Unit 6 (pages 100–17)

Listening for Language (page 100)

1. O.K.
2. I got it.
3. I understand.

Defining Abbreviations (page 102)

1. B.M. = bowel movement
2. a.c. = before meals
3. A.D.L. = activities of daily living
4. B.P. = blood pressure
5. C.C.U. = Coronary Care Unit
6. D.N.R. = do not resuscitate
7. E.D./E.R. = Emergency Department/Emergency Room
8. E.K.G. = electrocardiogram
9. E.T.A. = estimated time of arrival
10. g.t.t.s. = drops
11. I.C.U. = Intensive Care Unit
12. I.M. = intramuscular
13. I.V. = intravenous
14. N.P.O. = nothing by mouth
15. O.R. = operating room
16. p.c. = after meals
17. P.O. = by mouth
18. P.R. = per rectum
19. P.T. = physical therapy
20. R/O = rule out
21. R.R. = recovery mode
22. S.L. = sublingual
23. T.I.D. = three times a day

Adding More Abbreviations (page 103)
Answers will vary.

Practicing Confirmations (page 105)
Possible answers:

2. Chest pains and dizziness, got it.
3. DNR form, O.K.
4. Breathing more labored, correct?
5. Responds better if wife is in room, is that right?
6. 4:30 PM, I understand.

Charting Comprehension Checks (page 105)
Answers will vary.

Soliciting Information (page 107)
Possible answers:

1. What does activity intolerance mean?
   Can you give an example of that?
2. Can you explain how to reinforce this to the client?
   Can you tell me why it says to do that?
3. I’d like to know what this means.
   Could you explain R/O TB?
4. What does that mean?
   Could you tell me why it says to do this?
Stress in Abbreviations and Numbers (page 107)

1. 212 – 555 – 4624

2. 1404, 1440

3. I. C. U., C. C. U.

4. 438 – D117

Dialogue Review (page 108)

**Student 1:** So, we’ll have a quiz on 15 abbreviations each week, is that correct?

**Professor:** Yes, on your handout the abbreviations are in alphabetical order, but you should study them in different ways, too.

**Student 2:** The most difficult ones are the ones that come from Latin. For example, **PO** means “by mouth” but comes from **per os** right?

**Professor:** Yes, and **N.P.O.** means . . . ?

**Student 2:** Nothing by mouth.

**Professor:** Correct. Learn all of the abbreviations related to “manner” in a group. You know, P.O., N.P.O., P.R., I.V., I.M., or S.L.

**Student 1:** Can you explain why some abbreviations are pronounced like words, like **STAT**?

**Professor:** That kind of abbreviation is just a short form of a word, just like Kat can be a short form of Katherine.

**Student 3:** Can you tell us why some abbreviations have a slash? Like **R/O**?

**Professor:** No, I can’t. That’s just random.

Role Plays (page 108)

Answers will vary.

Listening for Language (page 109)

1. Let’s verify that.

2. Let’s double-check with the doctor.

3. Is this confirmed?

Categorizing (page 110)

1. toileting

2. taking medications

3. transferring

4. managing oral care

5. eating

6. dressing

7. bathing

8. grooming (hygiene)
Scaling (page 111)
Possible answers:
2. dependent
3. needs assistance
4. needs assistance
5. dependent
6. does not do
7. independent

Double-Checking Information (page 112)
Possible answers:
1, 2, 3, 5, 6, 8

Dialogue Completion (page 112)
Possible answers:
1. Let’s double-check this.
2. Has this been double-checked?
3. Who else would know?
4. Is this confirmed?

Writing Dialogues (page 113)
Answers will vary.

Drawing Conclusions (page 114)
Possible answers:
2. From what we see here, Mr. Simmons’ appetite is not improving.
3. It’s evident that changing the dressings allowed us to see how the wounds are healing.
4. On the whole, Mr. Malayang’s rating for “dressing” on the A.D.L. is good.
5. We have concluded that she will be able to provide her own oral care after she is discharged.

Practicing Primary Stress (page 115)

1. Studying to become a nurse is difficult. There’s so much to memorize. It takes a little practice to do things right. You need to work at it. It helps to be active in class.

2. How are her A.D.L.s? She does well on several of them. She scores high in feeding, dressing, and grooming. She just went from a cane to a walker. She needs it.
Supervisor: Let’s review the transfers and discharges for today.

Nurse: O.K. We have the woman with congestive heart failure in bed 212-B who is going to be transferred to Broadview Nursing Home. Her A.D.L. score for eating and grooming is high, but she is very dependent in terms of her bathing and toileting.

Supervisor: Right, it’s evident that she can’t return home in her condition, but I thought that her chart stated that she is going to be released to Parma Lakes Nursing Home, not Broadview. (Let’s double-check that.)

Nurse: Will do. And her roommate, 212-A, who had the heart surgery last week . . . from what the doctor has seen of her recovery, she’ll be discharged later today. She’s been given instructions on how to take care of her scar area at home.

Supervisor: For the most part, clients understand those instructions, but please mark down that I want to confirm that she understands.

Nurse: O.K.

Supervisor: Anyone else?

Nurse: The doctors have concluded that Mr. Gerrity needs to enter hospice. His cancer is in an advanced stage and he is totally dependent for all his A.D.L.s.

Role Plays (page 116)

Answers will vary.

Sharing (page 116)

Answers will vary.

Unit 7 (pages 118–38)

Listening for Language (page 118)

1. It sounds like . . .
2. What you’re saying is . . .
3. In other words, . . .

Sentence Completion (page 120)

Possible answers:
1. regroup
2. record the list
3. pass out
4. transfer
5. do

Sentence Writing (page 120)

Answers will vary.
Dialogue Completion (page 121)
2. what
3. where
4. Who
5. what
6. when

Dialogue Completion (page 123)
Possible answers:
1. It sounds like you aren’t doing too well.
2. In other words, the nurses weren’t too careful.
3. You mean you had a bad day.
4. So what you’re saying is get in and out of there quickly.

Discussion (page 123)
Answers will vary.

Listening (page 124)
Possible answers:
• a. How long do we set the timer?
• b. How long do we set the timer?
• a. Which bandage should I use?
• b. Which bandage should I use?
• a. When will the relatives come?
• b. When will the relatives come?
• a. Where do I record the vitals?
• b. Where do I record the vitals?
• a. Why did he get a second meal?
• b. Why did he get a second meal?
• a. Who needs to be repositioned?
• b. Who needs to be repositioned?

Listening for Primary Stress (page 125)
Possible answers:
1. b
2. d
3. a

Writing Sentences (page 125)
Answers will vary.
Dialogue Review (page 126)

Charge Nurse: Hello, everybody. Let’s go over the details from the last 12 hours. The appendectomy in 403 needs to be discharged March 5th, so we need to do the final check-up tomorrow. Recovery is going well. Fluid intake normal and all output regular.

Nurse: Sorry, the appendectomy in 403 needs to be discharged when?

Charge Nurse: March 5th, the day after tomorrow.

Nurse: Thank you.

Charge Nurse: We have a new admit in 414. Scott Whitman, 44, male. Diagnosed with H1N1 virus. Dr. Abdul’s admit. Client has a history of respiratory issues. Currently short of breath and running a temp of 104°. Tylenol given at 2:00 PM. All vitals normal besides an elevated blood pressure.

Nurse: It sounds like we need to attend to him first.

Charge Nurse: Yes. And please record vital signs again, instruct Mr. Whitman about the oxygen mask, and inform him why he needs to be in respiratory isolation.

Nurse: Got it.

Role Plays (page 126)

Answers will vary.

Listening for Language (page 127)

1. remove dinner trays, check vital signs
2. teach patients the procedure
3. try bed bath, note in chart, contact family

Sentence Completion (page 128)

Possible answers:
1. change
2. check
3. strip, start
4. turn
5. stock

Charades (page 129)

Answers will vary.

Dialogue Completion (page 129)

Answers will vary.
Sentence Completion (page 130)
Possible answers:
1. take, replace
2. turn off
3. use, lift
4. remove, put
5. turn on
6. empty
7. clean, make
8. move

Active Listening (page 131)
Possible answers:
1. 2, 6, 5, 3, 1, 4
2. 2, 4, 3, 1

Writing Instructions (page 132)
Answers will vary.

Listening to a Story (page 132)
Answers will vary.

Story Order (page 133)
Possible answers:
6, 4, 2, 3, 1, 5

Telling a Story (page 133)
Answers will vary.

Past Tense Verbs (page 134)
1. moved
2. hurried
3. stayed
4. slipped
5. walked
6. washed
7. rubbed
8. picked
9. cared
10. called

Recognizing Past Tense Verbs (page 135)
1. cared
2. checked
3. turned
4. called
5. listened, soothed
Extra Syllable Past Tense Verbs (page 135)

1. invited
2. visited
3. attended
4. added
5. subtracted
6. counted
7. operated
8. corrected
9. succeeded
10. recorded

Recognizing Extra Syllable Past Tense Verbs (page 135)

1. attended
2. counted
3. added
4. corrected
5. invited

Using Past Tense Verbs (page 136)

Possible answers:

1. Hospital staff members answered the phone.
2. The kitchen workers cooked the meals.
3. The nurse’s aides folded the towels.
4. Environmental workers disinfected the toilets.
5. Hospital staff members admitted clients.
6. The kitchen workers loaded the dishwasher.
7. The nurse’s aides stripped some beds.
8. Environmental services workers mapped the floor.

Dialogue Review (page 137)

Charge Nurse: Hello, night shift. Welcome to the craziness. Since this report has a lot of information, I will go over my instructions clearly. First...

Nurse (to other nurse): O.K., let's take notes now.

Charge Nurse: The CNAs need to check the cath bags. Second, they need to change the wet pads, if necessary. Third, please conduct skin assessments. Finally, give a bed bath to all six clients on this floor. I hope you got that.

CNA: Did she say conduct skin assessments?

Nurse: Yes, I think she did.

Charge Nurse: O.K. Next, I will talk about preparations for Derek Wilson’s heart surgery.
Role Plays (page 137)
Answers will vary.

Sharing (page 138)
Answers will vary.

Part 4

Unit 8 (pages 140–52)

Listening for Language (page 140)
1. urban and rural hospitals
2. labor and delivery rooms
3. gift shops

Categorizing (page 142)
Possible answers:
1. unit, department, clinic
2. Emergency Department, Trauma, Surgery
3. classroom, auditorium, conference room
4. pharmacy, cafeteria, gift shop
5. conference room, Physical Therapy, wing

Locations (page 142)
1. V
2. B
3. N
4. B
5. V
6. N
7. N
8. V
9. V
10. B

Dialogue Completion (page 143)
Possible answers:
1. radiology department, x-rays
2. chapel
3. library

Writing Responses (page 143)
Possible answers:
1. It is where patients recover from anesthesia or sedation.
2. Medical records are stored in this room.
3. Oncologists (doctors who specialize in the treatment of cancer) work in this area.
Sentence Completion (page 144)
Possible answers:
1. older than
2. exactly the same
3. state-of-the-art
4. more spacious than
5. more centrally located
6. more hazardous

Making Comparisons (page 145)
Answers will vary.

Compound Nouns (page 146)

1. wheelchair
2. drugstore
3. notebook
4. audiometer
5. courtyard
6. bedpan
7. roommate
8. underwear
9. washcloth
10. glassware
11. pillowcase
12. restroom

Dialogue Review (page 146)

Teenager: Hey, thanks for letting me “shadow” you today, Aunt Carrie.
Nurse: No problem, Lani. I hope that you learn a lot. Feel free to ask a lot of questions.
Teenager: O.K. What’s the busiest place in a hospital?
Nurse: Well, all parts of a hospital can be busy, but I’d say that the ED is usually [busier than] other places.
Teenager: Did you ever work in the ED?
Nurse: Yes, at one time I did, but I prefer working in the [oncology ward] now.
Teenager: Why?
Nurse: Well, Lani, when most people hear the word cancer, they are afraid. I like to make them less afraid, especially because there is so much more advanced technology in hospitals now.

Teenager: Oh, look. Here’s a sign that says Pediatrics. What happens there?

Nurse: Oh, that’s the area of the hospital where doctors and nurses take care of children.

Teenager: Children? Great! I think I’ve decided on what kind of nurse I want to be. A children’s nurse!

Nurse: You mean a pediatric nurse. Yes, that is great!

Role Plays (page 146)
Answers will vary.

Listening for Language (page 147)
1. on, behind
2. by, down
3. between

Sentence Completion (page 148)
Possible answers:
1. at
2. in
3. by
4. next to
5. between
6. there
7. over there

Reading a Floor Plan (page 149)
1. next to
2. by
3. near
4. behind
5. next to

Giving Directions (page 150)
Answers will vary.

Using Direction Words (page 150)
Answers will vary.

Sentence Completion (page 151)
Possible answers:
1. take
2. get; mark
3. show
Two-Word Nouns (page 151)

1. Emergency Department
2. Radiology Lab
3. East Wing
4. Gift Shop
5. Maternity Ward
6. Medical Center
7. X-ray Machine
8. Operating Room
9. Physician’s Entrance
10. Children’s Ward
11. Family Lounge
12. Fire Extinguisher

Dialogue Review (page 151)

Visitor 1: Can you tell me where the children’s ward is?
Staff Member: It’s on the 5th floor. Turn right as you get out of the elevator, and you’ll see it right in front of you. It’s a piece of cake. You can’t miss it.
Visitor 1: Thanks.
Staff Member: You’re welcome.

Visitor 2: Yes, I got a call that my son has been taken to emergency. Where do I go?
Staff Member: Go down this hall [points] until it ends. The ED waiting room is on the left. There’s a large sign.
Visitor 2: O.K.

Visitor 3: Excuse me. Can you point me in the direction of the client rooms?
Staff Member: There are many floors with client rooms. What kind of illness does the client have?
Visitor 3: Illness? Oh, no. She just had a baby!
Staff Member: Oh, Maternity is on the 3rd floor in the West Wing. Take this elevator up. Turn left when you get off, and then follow the signs that say West Wing. You’ll see the nurses’ station there, and you can ask for the room number.
Visitor 3: Thanks for your help.
**Staff Member:** No problem.

**Woman 3:** I’m lost! I don’t know which way to turn. I parked in the parking garage, but now I don’t know how to get back there.

**Staff Member:** Oh, don’t worry. This place is big. Here’s a map. Here’s where we are and here’s the parking garage. Have a nice day.

**Role Plays (page 152)**

Answers will vary.

**Sharing (page 152)**

Answers will vary.

**Unit 9 (pages 153–68)**

**Listening for Language (page 153)**
1. . . . watch out.
2. Be careful around the machines!
3. Move out of the way, please!

**Matching Word Partnerships (page 154)**
1. c
2. a
3. d
4. b
5. f
6. e

**Dialogue Completion (page 155)**
Possible answers:
1. leaps and bounds
2. back and forth
3. peace and quiet
4. spic and span

**Giving Warnings (page 156)**
Answers will vary.

**Sentence Completion (page 157)**
Possible answers:
1. accident
2. person
3. aid
4. assistance
Sentence Completion (page 157)
Answers will vary.

Writing Reports (page 157)
Answers will vary.

Rhythm (page 158)

•• •• 1. Home Health Aide: Don’t get up.
Client: Why not?
Home Health Aide: The floor is still wet.
Client: Then bedpan, please.
Home Health Aide: Sure thing.

•• •• 2. Head Nurse: Incoming accident victim!
Cuts and a broken leg.
Let’s transfer him to the bed.
On 1, 2, 3.
Nurse: How did you get so banged up?
Client: My new skateboard!

•• • • 3. Nurse 1: We’ve been so busy all day and all night.
Accidents and emergencies have kept us awake.
Nurse 2: When your shift is over, what will you do?
Nurse 1: Go home, take a bath, and read a good book.

Dialogue Review (page 159)

Client: Oh my! Ouch! Ohh!
Nursing Assistant: Oh, no! Are you O.K.?
Client: Well, I’m alive, but not alive and well.
Nursing Assistant: What happened?
Client: I was enjoying the peace and quiet, then I decided to go to the bathroom. As I walked across the room, I slipped and fell.
Nursing Assistant: You need to watch out and go slowly but surely.
Client: Nice and easy, right?
Nursing Assistant: That’s right. Here, let me help you to the bathroom.
Role Plays (page 159)
Answers will vary.

Listening for Language (page 160)
1. Code Pink
2. Code Elope
3. Code Green

Sentence Completion (page 161)
1. Code Yellow
2. Code Gray or Code Silver
3. Dr. Firestone
4. Code Elope
5. Code Amber

Code Identifying (page 162)
1. Blue
2. Purple
3. Silver
4. Rainbow
5. Green

Dialogue Completion (page 163)
Possible answers:
1. Yes, the client is stable.
2. Yes, the ED is secure.
3. No, the activity room is not clear of clients.

Dialogue Completion (page 165)
Possible answers:
1. So what you’re saying is . . .
2. Pardon? I didn’t get that.
3. To whom do you wish to speak?

Recognizing Reduced Speech (page 166)
Possible answers:
1. hasta, gonna
2. wanna, hafta
3. gotta, gonna

Practicing Reduced Speech (page 166)
Answers will vary.
Dialogue Review (page 167)

Nurse: We have a Code Gray in Room 601!
Supervising Nurse: Did you say Code Gray?
Nurse: Yes, Code Gray!
Supervising Nurse: Is it the client is under control?
Nurse: Yes, the client is under control. The visitor is out of control.
Supervising Nurse: Instruction: Maintain visual contact. We will get security there A.S.A.P.
Nurse: O.K., I will maintain visual contact.
Supervising Nurse: Is the visitor violent?
Nurse: Yes, the visitor is violent. He is breaking things in the room.
Supervising Nurse: Help is on the way. Stay calm.
Nurse: I’ll do my best.

Role Plays (page 167)
Answers will vary.

Sharing (page 168)
Answers will vary.

Part 5

Unit 10 (pages 170–87)

Listening for Language (page 170)
1. first, then
2. Are you following me?
3. Don’t worry. It won’t hurt you.

Sentence Completion (page 171)
Possible answers:
1. laceration or gash
2. dislocated
3. sprain
4. bruise
5. bed sore

Categorizing (page 171)
Possible answers:
1. neck, toe, tooth
2. knee, ankle, eye
3. skull, vertebrae, rib
4. shoulder, finger, jaw

Take Care: Communicating in English with U.S. Health Care Workers
Nina Ito and Christopher Mefford
http://www.press.umich.edu/1954760/take_care
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**Dialogue Completion (page 173)**
Possible answers:
1. Pardon me. Can you understand what I said?
2. Can you understand me?
3. Is that clear?

**Explaining a Procedure (page 175)**
Answers will vary.

**Recognizing Contrastive Stress (page 176)**
- five
- whole ward
- tired
- 6:00 AM

**Making Corrections (page 177)**
Possible answers:
- No, the CEO is the highest position in this hospital.
- No, third degree burns are worse than second degree burns.
- No, you wipe first and then fold the washcloth.
- No, a bruise can often turn purple.

**Adding New Information (page 177)**
Possible answers:
- Yes, but I need more washcloths, too.
- Yes, but I need more cotton swabs, too.
- Yes, but I’ll need more bandages, too.
- Yes, but I’d like more suction, too.
- Yes, but I’m going to need more tape, too.
Dialogue Review (page 178)

Nurse: Hello, Mr. Folse. How is your hip doing? That was quite an injury you sustained: a broken hip and a dislocated knee.

Client: Yes. I am lucky to be alive. I still feel some swelling here.

Nurse: Well, it's time to roll you over. We don't want you to get bed sores from lying in one position.

Client: Is it going to hurt? Last time I felt a sharp pain.

Nurse: Don't worry. We will take it easy and do it together, step by step. First, I'll have you cross your arms across your chest. Good. Next, I'll gently move your upper body toward me. Then, I'll do the middle part and lower part. Are you following me?

Client: Yes, I am. Are you then going to flip me?

Nurse: Not yet. I need to get some assistance for that.

Client: Oh, boy. I'm really nervous.

Nurse: Everything will be fine. Here comes Juanita. We will be very gentle. Here we go, Mr. Folse. Please take a deep breath and relax.

Role Plays (page 178)
Answers will vary.

Listening for Language (page 179)
1. Let me give you a hand.
2. I'm going to . . .
3. I am determined to . . . , May I help you . . .

Multiple Choice (page 180)
1. dental floss
2. shampoo
3. liquid soap
4. cleanser
5. curling iron

Sentence Completion (page 180)
Possible answers:
1. conditioner
2. nail clippers
3. cologne
4. electric shaver
5. lotion

Writing Offers of Help (page 182)
Possible answers:
1. May I help you reach that?
2. You need to walk today. Would you like me to help you?
3. Let me help you. I'll give you a back rub.
4. Let me give you a hand with that client.
Writing Intentions (page 184)
Answers will vary.

Practicing can and can’t (page 185)
Answers will vary.

Using can and can’t (page 185)
Possible answers:

2. . . . can brush their teeth, but can’t change their disposable briefs.
3. . . . can use antiperspirant, but not scented deodorant.
4. . . . can brush their hair, but not shampoo their hair.
5. . . . can shave, but can’t use mouthwash.
6. . . . can use liquid soap, but can’t use perfume.

Dialogue Review (page 186)

Nurse: Good morning, Mrs. Carr! How are we today?
Client: Oh, fine, I guess.
Nurse: I intend to change your disposable briefs and then clean you up a bit. I’ll wash your hair and clip your nails. Is that O.K. with you?
Client: Yes. Thank you. I think I did some business last night.
Nurse: Fine. Do you need some assistance sitting up?
Client: No thanks. I can manage.
Nurse: All right, now, may I please help you take off your robe?
Client: Yes.
Nurse: I’m going to bathe you now. Did you sleep well last night?

Role Plays (page 186)
Answers will vary.

Sharing (page 187)
Answers will vary.

Unit 11 (pages 188–208)

Listening for Language (page 188)

1. fever, sore throat, and diarrhea
2. rash, blister
3. chest pain, headache

Matching (page 190)
Possible answers:

1. d
2. e
3. b
4. c
5. a
Sentence Completion (page 190)
Possible answers:
1. side effect
2. topical application
3. monitor
4. fasting
5. efficacy

Labeling (page 191)

Dialogue Practice (page 191)
Answers will vary.

Writing Dialogues (page 193)
Answers will vary.

Giving Advice (page 195)
Possible answers:
1. It might be a good idea to use an extension hook.
2. You should bend your knees.
3. I recommend you wait for assistance.
4. You might try to push this button first.
Practicing Linking (page 196)
Answers will vary.

Choosing Appropriate Intonation (page 198)
Answers will vary.

Dialogue Review (page 199)

*Nurse:* Hello, Mrs. Lynch. My name is Barbara and I will be your nurse today.

*Client:* Hello. Barbara is a beautiful name.

*Nurse:* Thank you. So, you say you have a *sore throat*, a *headache*, and *chills*?

*Client:* Yes. And my *chest* feels a little tight. I can’t breathe too well.

*Nurse:* I see. How long has this been going on?

*Client:* Well, for about three days now. That’s why I came in today.

*Nurse:* I see. Have you eaten anything out of the ordinary recently? I mean, some kind of food that you normally do not eat?

*Client:* Well, we did go to an Indian restaurant the other day. Besides that, no.

*Nurse:* Hmmm. It might be caused by a *food allergy*. *(What if we)* did some allergy testing?

*Client:* That might be good.

*Nurse:* If I were you, I would get as much rest as possible while you are here.

Role Plays (page 199)
Answers will vary.

Listening for Language (page 200)

1. Excuse me for interrupting, but . . .
2. Please excuse the interruption.
3. Hey, can I ask you guys something?

Matching Symptoms and Remedies (page 201)
Possible answers:

1. e
2. f
3. c
4. a
5. h
6. a
7. b, i
8. j
9. d
10. g
Using Different Parts of Speech (page 202)

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<th>Verb</th>
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</table>

Error Correction (page 203)
Possible answers:
1. after
2. three times a day
3. 8:00 PM
4. on the back
5. more

Practicing Corrections (page 203)
Answers will vary.

Recognizing Links (page 206)
1. David's shift ends and he goes into the locker room.
2. He changes out of his scrubs and into his jeans.
3. He goes out to his car and drives over to a restaurant, where he meets up with friends.
4. He talks about his day and eats a little dinner.
5. The next day, he does it all over again.

Matching (page 206)
Possible answers:
1. f
2. h
3. c
4. g
5. e
6. d
7. b
8. a
Dialogue Review (page 207)

Client: Hey, Austin, tell me about the time you slid off the roof.
Visitor: Well, there I was on the top of the roof. I was balancing on the top, then.
Client: Why were you up there in the first place?
Nurse: [entering the room] May I interrupt for a moment?
Client: Oh, yeah. Hello.
Nurse: Good afternoon, Mr. Ryan. I just need to explain something to you.
Client: O.K. Is it about my new medication?
Nurse: Yes. It’s a transdermal morphine patch.
Client: Transdermal means under the skin, right?
Nurse: Actually, it means “through the skin.” Your skin will absorb the medication through the surface of your skin.
Visitor: That’s right. Hypodermal means “under the skin,” like hypodermic needle.
Nurse: That is correct.

Role Plays (page 207)
Answers will vary.

Sharing (page 208)
Answers will vary.

Unit 12 (pages 209–30)

Listening for Language (page 209)

1. I hate to complain, but. . . . Oh, I’m very sorry.
2. I’ve had just about enough of this, I apologize for the inconvenience . . .
3. This situation is unacceptable! I’m sorry, but. . . .

Discussion (page 210)
Answers will vary.

Sentence Completion (page 211)
Possible answers:

1. aggressive
2. unmanageable
3. disorderly
4. hostile
5. out of control
6. demanded
7. curses
8. acting violently
9. fight
10. causes trouble
Comparing (page 212)
Answers will vary.

Determining a Gestures Meaning (page 212)
Answers will vary.

Situation Analysis (pages 212)
Possible answers:
1. I’m listening.
2. Darn!
3. I don’t know.
4. Good luck.
5. Calm down.
6. No, thank you.
7. I can’t hear.
8. I’m surprised.
9. I’m not listening.

Matching Other Gestures (page 213)
Possible answers:
1. b
2. h
3. a
4. e
5. j
6. i
7. d
8. c
9. f
10. g

Complaining (page 215)
Answers will vary

Dialogue Completion (page 215)
1. I may be wrong, but
2. That really surprises me

Disagreeing (page 217)
Answers will vary.
Recognizing the Silent h (page 218)

1. Help! Let's try to calm him down!
2. We need to give her a sedative.
3. Does he appear to be harmful or just obnoxious?
4. Why has Helen been so violent?
5. Hospital security should have come more quickly.
7. We would have heard the code over the loudspeaker.
8. Give him his medication now.

Writing Questions (page 219)

Possible answers:

1. Where did he go?
2. When did he go?
3. What did he do there?
4. Why did he do that?
5. Who assisted him?
6. How did he feel afterward?

Dialogue Review (page 219)

Nurse 1: We need to try to calm Mr. Kegal down. He still has one hour before the next scheduled morphine drip.

Nurse 2: I heard he was trying to pull out his catheter tubes and demanded stronger and more frequent doses of his meds.

Nurse 1: Yes, that’s correct. He seems very disobedient. Let’s go in and reason with him.

Client: Nurse! This situation is unacceptable. I am in severe pain, these tubes are bothering me, and I need some relief!

Nurse 1: Mr. Kegal, we are here to help. We need you to take three deep breaths before we can be of assistance.

Client: No way! Don’t tell me what to do!

Nurse 2: Call Security!

Role Plays (page 220)

Answers will vary.

Listening for Language (page 221)

1. It’s difficult to say.
2. I can’t answer that.
3. I’m sorry. I’m not the right person.

Dialogue Completion (page 223)

Possible answers:

1. living on borrowed time
2. is going to kick the bucket
3. near the end
Understanding Idioms (page 223)
Possible answers:
1. disrespectful
2. disrespectful
3. acceptable
4. acceptable
5. acceptable
6. disrespectful

Avoiding (page 224)
Possible answers:
1. How do you mean?
2. I’d rather not say.
3. I don’t really know.
4. I have no idea.
5. I’m afraid that’s confidential information.
6. I’m not in a position to say.
7. I’m not sure yet.
8. It depends.
9. It’s difficult to say.
10. It’s hard to tell.
11. It’s not for me to say.
12. It’s too early to say.

Dialogue Completion (page 225)
Possible answers:
1. I don’t really know.
2. I’m afraid that’s confidential information.
3. I have no idea.
4. I’d rather not say.
5. I’m not in a position to say.

Writing Condolences (page 226)
Possible answers:
1. I’m so sorry for your loss.
2. I’m sorry to hear about your brother.
3. Please accept my sympathy.
4. I’m sorry.
5. I’m sorry to hear about your grandmother.
6. You have my sympathy.

Situation Analysis (page 226)
1. Condolence 2 is inappropriate. The nurse should use the son’s name. Also, if she took care of Billy every day, it is inappropriate to use “hear about.”
2. Condolence 1 is inappropriate. The phrase “these things happen” is used for things that go wrong, but not for someone’s death.
3. Condolence 1 is inappropriate. Twenty years is a long time. The client may still be sad, but is not likely to be very sad. The condolence is too formal.
Making Contractions (page 227)

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Practicing Contractions (page 228)

1. They’ve passed on.
2. There’ll be happier times.
3. I’d rather not give an opinion.
4. It’ll be O.K. to cry at the funeral.
5. Those have always been confidential.
6. He’s wasting away.
Dialogue Review (page 229)

Nurse: I can't believe it. I arrived here at 8:00 and found out that Mrs. Lee passed away overnight. How could that happen? I told her “I’d see her tomorrow” when I left yesterday.

Supervisor: It’s difficult to say, but you knew that she was near the end of her life. We had to let her go.

Nurse: Has her family been here yet?

Supervisor: I’ve heard that they will stop by soon to pick up her things.

Nurse: What do we say to the family?

Supervisor: Well, just be sincere when you offer condolences. You can say something like “Please accept my sympathy” or just “I’m sorry.”

Nurse: Will the family want to hear about my fun times with their mother?

Supervisor: It depends. We'll see when they get here if they have time to talk.

Nurse: If I miss them, can I get their home phone number?

Supervisor: I'm afraid that's confidential information. Don't worry. I'll make sure that you see them.

Role Plays (page 229)

Answers will vary.

Sharing (page 230)

Answers will vary.