



Module 3
Family Doctor

CIWA

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Reader's Notes

The 'Family Doctor' module elucidates the role of the family doctor in the health care system and healthy living. It provides information about visiting a family doctor, considerations for choosing a family doctor, confidence and knowledge to ask appropriate questions etc. The module also explains the procedure for annual checkups and the need for diagnostic testing. The importance of medical records and use of walk-in clinics are also addressed. An overview of the material covered in the module is provided in the introduction. This covers the salient features of the module and serves as a useful source of information for the facilitators. We recommend that the facilitators read the introduction so that they have complete information before going to the class. The introduction is written in plain language so that it can be incorporated into effective lesson delivery.

Activity sheets that support the learning objectives are included in the module to reinforce the key health concepts that are being explored. A sample lesson plan which includes the targeted Canadian Language Benchmark (CLB) level of the learners and time estimation; and additional information about the topic has been provided with all activities. A visual glossary has been provided to assist the facilitator in explaining the new vocabulary. It is up to the facilitator to include, omit or adapt the activities according to the needs and level of the learners.

Keeping in mind the limited literacy level of the learners, the preferred method for teaching the curriculum envisages the following stages:

1. Introduce the subject and prompt a discussion, through brainstorm questions provided in the facilitator's notes. This reveals the existing knowledge the learners possess on the topic. Guide learners to relate their experiences and opinions about the topic. These discussions kindle interest and gain the attention of the learners, while providing an assessment to the teacher.
2. Introduce vocabulary by writing the key words on the board and teaching their meanings by showing pictures. When feasible, use of transparencies/ PowerPoint/ realia (real life objects)/ models/ charts can be made to augment the learning.
3. Actively maintain learner participation by miming, choral repetition, role play, questioning, inviting opinions etc.
4. Review the activity sheet thoroughly and address learners' questions. This is achieved by active questioning, hinting at answers, allowing the learners come to a conclusive solution and then revealing the correct answer.
5. Ask the learners to attempt the activity and clarify as much as possible, without giving the answers.

Facilitators should use their discretion to select the activity sheets that best align with the level of their learners. Recapitulation and repetition is important at all stages.

During facilitation, handouts and activities should be distributed to the learners. They should be prompted to seek clarifications about the handout contents.

Learners should be encouraged and motivated to obtain more information about health through reading, internet, suitable television/radio news and documentary programs in their first language and discussions with their family members and friends.

Focus Questions

Facilitators should review the effectiveness of learning by focusing on some key questions and adapting the lessons according to the specific need of the learners. Focus questions include:

- Is the lesson appropriate for the learners' literacy level?
- Will the learners find the lesson interesting and useful?
- Does the lesson connect to the learning goals of the learners?
- Are the lessons being tailored to meet the needs of the learners?
- Is feedback being used to assess the effectiveness of learning by the class?
- Are the learners able to do what is expected of them at the end of instruction?
- Have the needs of the low literacy level learners been catered for to enable them to keep abreast with the rest of the class?
- Are lessons being recapitulated and reviewed regularly in the class?
- Are the learners acquiring adequate vocabulary about items related to health care?
- Can the learners describe problems related to health, hygiene, illness, sickness, injuries and symptoms orally and in writing?
- Have the learners been provided sufficient practice on what they will be assessed on?

Introduction

Family Doctor

A family doctor sees people for all of their health problems. You can go when you are sick or need advice on how to be healthy. It is important to have a family doctor. A family doctor helps you if you have health problems like:

- An earache (pain in the ear)
- A sore throat (pain in the throat)
- A cough (quick noisy push of air from mouth)
- A high fever (high body temperature)
- Muscle and joint pain
- A rash (irritation of the skin)
- Vomiting that doesn't stop (throwing up)
- Diarrhea (watery poop/stool)
- Difficulty breathing (cannot breathe well; shortness of breath)
- Stomach ache (pain in the stomach)

A family doctor is also called a physician. Before going to a family doctor, you should think about these questions:

- Can you talk to your doctor in your first language?
- Are the office staff helpful and friendly?
- Do you want a male or female doctor?
- Are the office hours and days good for you?
- Is the location good? Can you park your car near the clinic? Do buses or trains go near there?
- How long does it take to get an appointment?

Family doctors keep a record of your medical history (past illnesses, check-ups and lab tests). You will fill out forms about your personal information and your medical history on your first visit. Your medical history includes yours and your families past illnesses. Your medical history includes information about your blood relatives (for example: parents, grandparents, children, and brothers or sisters). They will ask you questions such as:

- Have you or any one in your family had serious health problems?
- What age did these health problems begin?

You will need to show your Alberta Personal Health Card to the receptionist (person at the front desk; answers the phone). You need to make an appointment (to agree on a time and date when you can meet) to see a family doctor. Having a family doctor means that you see the same doctor each time. You and your family do not have to have the same doctor. Your family doctor will keep record of your:

- Test results from other doctors
- Regular check-ups (visits to your doctor when you do not have any symptoms to make sure you are healthy)
- Past illnesses (sicknesses)

- Medicine: (drug; medication; something you take when you are sick to make you feel better)
- Vaccination (medicine given by a needle; helps prevent sickness)
- Lab tests (a test done where they have special equipment)
- Scans (a test that is done to take pictures of the inside of your body)
- X-rays (pictures of the bones)

You should ask questions about the medicines which your doctor tells you to take. These can be over the counter or prescription medicines. You do not need a doctor's note for over the counter medicines. You need a doctor's note for prescription medicines.

You should ask your doctor or pharmacist about your medicine. The questions you can ask are:

- What is the name of the medicine?
- How much medicine should I take?
- How many times a day should I take this medicine?
- For how long do I take this medicine?
- What are the side effects (dangers) of this medicine?
- I am allergic to _____ (name the medicine). Is this medicine okay for me?
- I also take _____ (name the medicine you are already taking). Is that a problem?
- Where should I store the medicine in my house? Should I store it in a cool dry place, refrigerate, protect from heat/ light etc?
- Are there any instructions for taking this medicine?
Instructions for the medicine can be: take the medicine with food or on an empty stomach, take the medicine with water, do not drink alcohol with this medicine, and/or shake the medicine before use.

A family doctor can help you take care of most health problems. A family doctor can answer questions you have about your health. If you do not understand something, ask your doctor to explain. You can ask questions such as:

- What's wrong with me?
- Can you draw me a picture or show me what's wrong?
- What causes this type of problem?
- Is this serious?
- Can I give this illness to someone else, and if so, how and for how long?
- Are there any activities or foods I should avoid until I'm better?
- When can I return to school or work?
- How can I prevent this from happening again?

If you do not have a family doctor or do not like your family doctor, you can find a new one. For example, women can choose a female doctor if they are not comfortable with a male doctor. Not all family members have to go to the same family doctor. Each family member can have a different doctor. It is better to have the same family doctor.

Some doctors have lots of patients. These doctors do not always take new patients. You can call Health Link Alberta to find a doctor who is taking new patients. If you cannot find a female family doctor who is accepting new patients, you can go to community health centre with a

female doctor. For example, North East Women's Clinic in Calgary gives health care for women. If you do not want to talk to your male family doctor about something, you can go to the Women's Clinic.

You can go to walk-in clinics at any time. You can go to a walk-in clinic if you do not have a family doctor or if your family doctor is not available. You do not need an appointment to go to a walk-in clinic. They see people as they come in (first-come first-serve). The wait times can be very long, up to four or five hours. When you visit a walk-in clinic for the first time, you will have to fill out forms and show your Alberta Personal Health Card. Walk-in clinics do not replace family doctors. You need to see your own family doctor for a follow-up after any visit to a walk-in clinic.

Women must always tell the nurse or doctor if they are pregnant (having a baby) or nursing (breast feeding). Being pregnant or breast feeding may affect the type of medical treatment they receive. Medicines for pregnant and nursing women are different. Some medicine may have side effects (reaction to medicine; i.e. rash; difficulty breathing; miscarriage if pregnant etc). If you have any reactions, you should contact your doctor or call Health Link Alberta.

You should call your doctor if:

- You are not sure what the doctor told you to do
- Your problem is getting worse
- The doctor asked you to let him know how you are feeling
- You want to find out the results of a test

Check-Ups

Finding health problems early can save your life. It is important to ask your doctor when you should make an appointment for a check-up. Your doctor will want to have more check-ups if you:

- Smoke
- Drink alcohol (beer, wine, etc)
- Are not physically active (do not exercise or work out)
- Have a bad diet (eat foods that have lots of salt, fat and sugar)
- Have a lot of stress (pressure, worry)

People who do not smoke or drink alcohol and eat a healthy well balanced diet, avoid stress and exercise regularly are healthier. They do not need to get check-ups as often.

Your doctor will send you for tests if you have a chance of getting a disease or having a health problem. For example he can send you for a test for cancer or heart disease.

A regular or periodic check-up has five parts:

1. On your first visit to a doctor, the doctor will ask you questions about your medical and family history. The doctor will ask questions such as:
 - Has anyone in your family had cancer, heart disease, diabetes, or other health problems?

- Do you drink?
 - Do you smoke?
 - What do you eat everyday? Do you eat fruit or vegetables? Do you eat sweet and fried food?
 - What medicines do you take?
2. The doctor or a nurse will measure your height and weight; take your temperature, blood pressure (the pressure of blood in the tubes that carry blood through the body) and pulse (the regular beating in the arteries/tubes in the body). They will check your eyes, ears, nose, mouth, skin, stomach, breast, heart, and lungs.
 3. Doctors do tests and screenings to see if there are any problems. They test the blood and urine (pee) to see if there is anything wrong. They will check your eyes, ears, nose, mouth, skin, stomach, breast, heart, and lungs.
 4. Exams and hearing tests. For women, they examine the breasts to check for lumps. Lumps can be a sign of breast cancer. They do pelvic exams to check the lower belly and inside the vagina, they do a test called a Pap smear to collect cells near the womb (uterus) to check for cancer of the cervix (lower part of uterus). They will send women for a mammogram (x-ray of breasts) to check for cancer etc.
 5. The doctor will tell you how to stay healthy. This will include advice on diet (the food you eat everyday), exercise, smoking, drinking, etc.
 6. Some doctors also give immunizations (medicine given through a needle) to children so that they do not get sick.

Health Link Alberta

You can call Health Link Alberta for information about health like how to find a doctor or how to find a hospital or clinic. You can also talk to a nurse if you are sick and you want to know how to get better. Health Link Alberta is free to call. You can also ask for an interpreter. An interpreter is a person who can talk to you in your language.

You can call Health Link Alberta 24 hours a day, 7 days a week.

- Calgary: phone 403-943-5465
- Edmonton: phone 780-408-5465
- Alberta: phone 1-866-408-5465

Instructions for Calling Health Link

Dial the Health Link number.

You will get a recording that says:

“You have reached Health Link Alberta.
If this is a medical emergency hang up and dial 911.
Otherwise please stay on the line...”

“For information on health services press 1
If you have symptoms press 2 to speak to a nurse”

If you need an interpreter say:

“I speak (your language); I speak _____; I speak _____”

Repeat three times.

Wait for the interpreter to come on line (say hello).

If you speak Mandarin you can call 403-943-1554 for Health Link Alberta in your language.

If you speak Cantonese you can call 403-943-1556 for Health Link Alberta in your language.

Do not call Health Link Alberta or 211 when there is a serious health problem or if someone's life is in danger, call 911 for help.

Addresses

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB 2

Time: 30 - 45 minutes

Targeted Language Skills: listening, reading, writing

Objective: To enable learners to copy addresses correctly.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Brainstorm: Ask learners:

- How did you find your family doctor?
- Did they have to write the addresses?
- Was it difficult for them?

Instructions:

1. Distribute activity sheet, 'Addresses'.
2. Read out the entire listening script, 'Addresses' slowly and ask questions from the learners to confirm comprehension.
3. Encourage the learners to ask you to repeat, if they need to do so.
4. Check the learners' answers and get class consensus on their accuracy. Repeat the exercise many times until the responses are accurate.
5. For Pre-benchmark learners have the learners copy the addresses from the listening handout.

Extension: Have the learners copy their doctor's address from the Yellow Pages.

Listening: Addresses

Listen to the script.

Fill in the blanks.

1. Dr. Ali, 1645 67 Street SE
Phone Number 403-612-3671
2. Dr. Chang, 6655 21 Avenue NW
Phone Number 403-826-2135
3. Dr. Goma, 125 Bow Trail SW
Phone Number 403-882-4349
4. Dr. Sharma, 253 3812 43 Street NE
Phone Number 403-546-1267
5. Dr. Harper
748 1594 55 Avenue SW
Phone Number 403-121-323

Activity - Addresses

Copy.

1. Dr. _____
1645 _____
Phone Number _____ - _____ - _____

2. Dr. _____
_____ 21 _____
Phone Number 403- _____ - _____

3. _____ Goma
_____ SW
Phone Number 403-882- _____

4. Dr. _____
253 3812 _____
Phone Number _____ - 546 - 1267

5. Dr. _____
748 1594 _____ SW
Phone Number _____ - 121- _____

Ali

Avenue

Chang

Bow Trail

Sharma

Street

Harper

Activity - Addresses

Listen and write.

1. Dr _____
1645 _____
Phone Number _____ - _____ - _____

2. Dr _____
_____ 21 _____
Phone Number 403- _____ - _____

3. _____ Goma
_____ SW
Phone Number 403-882- _____

4. Dr _____
253 3812 _____
Phone Number _____ - 546 - 1267

5. Dr _____
748 1594 _____ SW
Phone Number _____ - 121- _____

| | | | |
|--------|--------|--------|-----------|
| Ali | Avenue | Chang | Bow Trail |
| Sharma | Street | Harper | |

Family Doctor

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB 2

Time: 20-40 minutes

Targeted Language Skills: listening, speaking, reading

Objective: To enable learners to know the basic information about a family doctor.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: medical history, appointment, receptionist, healthy

Information: Family doctors keep a record of your medical history (past illnesses, check-ups and lab tests). You will fill out forms about your personal information and your medical history (your past illnesses) on your first visit. You will need to show your Alberta Personal Health Card to the receptionist (person at the front desk). You need to make an appointment (to agree on a time and date when you can meet) to see a family doctor. Having a family doctor means that you see the same doctor each time. You and your family do not have to have the same doctor.

Brainstorm: Ask learners:

- Do you have a family doctor?
- Do you go to the same doctor when you get sick?

Instructions:

1. Teach new words using definitions and visuals.
2. Have the learners do the vocabulary activity.
3. Read the listening script, 'Family Doctor' explaining any difficult phrases.
4. Ask questions to elicit information.
5. Distribute activity sheet, 'Family Doctor'. Note: For lower level learners do the activity orally. Say the sentences and elicit an answer. Show pictures from the visual glossary where necessary.
6. Read the listening script again sentence by sentence as the learners read.
7. Allow time to the learners to think and complete the given task.
8. Circulate to help learners individually.
9. Obtain class consensus after everyone has finished working.

Answer Key:

| | | |
|--------|--------|--------|
| a) Yes | b) Yes | c) No |
| d) Yes | e) No | f) Yes |
| g) Yes | h) Yes | i) No |

Activity: Family Doctor

Match the words with the pictures.

Receptionist

surgery in 2000
a heart problem
mom had cancer



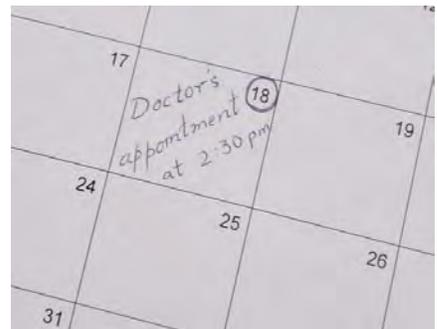
Medical history



Appointment



Healthy



Listening: Family Doctor

Listen about a family doctor.

Circle the right answer.

1. You must have a family doctor.
2. You will fill out forms.
3. You will write your personal information and medical history.
4. You see the same doctor each time.
5. A family doctor knows your medical history and has your file.
6. You must make an appointment to see your family doctor.
7. You need to show your Alberta Personal Health Card to the receptionist.
8. You and your family can have different family doctors.
9. You should ask your family doctor when to go back for a check-up.

Activity: Family Doctor

Listen and circle the right answer.

- | | | | |
|----|---|-----|----|
| 1. | You must have a family doctor. | Yes | No |
| 2. | You have to fill out forms. | Yes | No |
| 3. | You see a new family doctor each time. | Yes | No |
| 4. | A family doctor knows your medical history. | Yes | No |
| 5. | You do not need an appointment to see your family doctor. | Yes | No |
| 6. | You need to show your Alberta Personal Health Card to the receptionist. | Yes | No |
| 7. | You and your family can have the same family doctor if you want. | Yes | No |
| 8. | You and your family can have different family doctors. | Yes | No |
| 9. | You should see your family doctor once a week for a check-up to stay healthy. | Yes | No |



What does a Family Doctor do?

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB 2

Time: 30-60 minutes

Targeted language skills: reading, writing

Objective:

- To enable learners to understand what family doctors can do for them.
- To enable learners to understand how they are different from a walk-in clinic.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: personal information, medical history, prescription, specialist, immunization

Information: A family doctor sees people for all of their health problems. You can go when you are sick or need advice on how to be healthy. It is important to have a family doctor. A family doctor helps you if you have health problems like:

- An Earache (pain in the ear)
- A sore throat (pain in the throat)
- A cough (quick noisy push of air from mouth)
- A High fever (high body temperature)
- Muscle and joint pain
- A rash (irritation of the skin)
- Vomiting that doesn't stop (throwing up)
- Diarrhea (watery poop/stool)
- Difficulty breathing (cannot breath well; shortness of breath)
- A stomach ache (pain in the stomach)

Family doctors keep a record of your medical history (past illnesses, check-ups and lab tests). You will fill out forms about your personal information and your medical history (your past illnesses) on your first visit. You will need to show your Alberta Personal Health Card to the receptionist (person at the front desk). You need to make an appointment (to agree on a time and date when you can meet) to see a family doctor. Having a family doctor means that you see the same doctor each time. You and your family do not have to have the same doctor. You and your family do not have to have the same doctor. Your family doctor will keep record of your:

- Test results from other doctors
- Regular check-ups (visits to your doctor when you do not have any symptoms to make sure you are healthy)

- Past illnesses (sicknesses)
- Medicine: (drug; medication; something you take when you are sick to make you feel better)
- Vaccination (medicine given by a needle; helps prevents sickness)
- Lab tests (a test done where they have special equipment)
- Scans (a test that is done to take pictures of the inside of your body)
- X-rays (pictures of the bones)

Brainstorm: Ask learner:

- Do you have a family doctor?
- Why do you go to a family doctor?

- Instructions:**
1. Clarify new vocabulary by writing the words on the board and by showing pictures from the visual glossary.
 2. Distribute first page of the activity sheet, 'What does a Family Doctor do?'
 3. Have the learners match the words with the pictures.
 4. Distribute the second page of the activity.
 5. Read the information with the learners.
 6. Explain all difficult words by writing them on the board.
 7. Ask the learners to fill in the blanks by writing the alphabets of the correct answers only. Circulate to assist.
 8. Obtain consensus on answers. Have the learners repeat the words for pronunciation practice.

- Answer Key:**
- | | |
|------|------|
| 1. D | 2. E |
| 3. B | 4. F |
| 5. C | 6. A |

Activity: What does a Family Doctor do?

Match the words with the pictures.

Immunization



Specialist



Prescription



Personal information



Medical history



Activity: What does a Family Doctor do?

Read.

A Family Doctor:

- Keeps your medical records and history
- Checks you and gives prescriptions
- Can order lab tests
- Can send you to a specialist
- Does your regular checkups
- Tells you about immunization, diet, stress and exercise



Activity: What does a Family Doctor do?

Complete the sentences.

1. A family doctor can send you to a _____
2. A family doctor keeps your _____
3. A family doctor tells you about _____
4. A family doctor checks you and gives _____
5. A family doctor does your _____
6. A family doctor can order _____

- A** lab tests
- B** immunization, diet, stress and exercise
- C** regular check-ups
- D** specialist
- E** medical records and history
- F** prescriptions

How to find a Family Doctor

Facilitator's Notes

Level: CLB 1, CLB 2

Time: 15 - 20 minutes

Targeted language skills: listening, speaking, reading, writing

Objective: To enable learners to know how find a family doctor using different resources.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: family, friend, the yellow pages

Information: If you do not have a family doctor or do not like your family doctor, you can find a new one. For example, women can choose a female doctor if they are not comfortable with a male doctor. Not all family members have to go to the same family doctor. Each family member can have a different doctor. It is better to have the same family doctor.

Some doctors have lots of patients. These doctors do not always take new patients. You can call Health Link Alberta to find a doctor who is taking new patients. If you cannot find a female family doctor who is accepting new patients, you can go to community health centre with a female doctor. For example, North East Women's Clinic in Calgary gives health care for women. If you do not want to talk to your male family doctor about something, you can go to the Women's Clinic.

You can go to walk-in clinics at any time. You can go to a walk-in clinic if you do not have a family doctor or if your family doctor is not available. You do not need an appointment to go to a walk-in clinic. They see people as they come in. The wait times can be very long, up to four or five hours. When you visit a walk-in clinic for the first time, you will have to fill out forms. Walk-in clinics do not replace family doctors. You need to see your own family doctor for a follow-up after any visit to a walk-in clinic.

Brainstorm: Ask learners:
How did you find your family doctors?

Instructions:

1. Distribute activity sheet, 'Where to find a Family Doctor'.
2. Explain that they can call Health Link Alberta and 211. Their phone numbers are: Calgary (403) 943-5465, Edmonton (780) 408-5465, or Toll-Free 1-866-408-5465. They have interpretation services in 170 languages.
3. Explain that they have to conduct a survey to find out which service

- has been used the most. Encourage the use of Health Link Alberta.
4. Write sample questions that they can ask each other on the board e.g.
 5. How did you find your family doctor?
 6. Who did you ask when you needed to find a family doctor?
 7. Did you call Health Link? How many of you found it in the Yellow Pages?
 8. Circulate to help individual learners.

Activity: How to find a family doctor

1. How did your class find their family doctors?

| | How many? |
|---|-----------|
|  <p>Health Link Alberta</p> | |
|  <p>Yellow Pages</p> | |
|  <p>Friend</p> | |
|  <p>211</p> | |

2. Write the names of three people or places who can help you find a family doctor:

a. _____

b. _____

c. _____

How to call Health Link

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB 2

Time: 30 - 40 minutes

Targeted Language Skills: reading, writing

Objective: To enable learners to manoeuvre through the automated system when calling Health Link Alberta.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: interpreter, patient

Information: If you do not have a family doctor or do not like your family doctor, you can find a new one. For example, women can choose a female doctor if they are not comfortable with a male doctor. Not all family members have to go to the same family doctor. Each family member can have a different doctor. It is better to have the same family doctor.

Some doctors have lots of patients. These doctors do not always take new patients. You can call Health Link Alberta to find a doctor who is taking new patients. If you cannot find a female family doctor who is accepting new patients, you can go to community health centre with a female doctor. For example, North East Women's Clinic in Calgary gives health care for women. If you do not want to talk to your male family doctor about something, you can go to the Women's Clinic.

You can call Health Link Alberta for information about health like how to find a doctor or how to find a hospital or clinic. You can also talk to a nurse if you are sick and you want to know how to get better. Health Link Alberta is free to call. You can also ask for an interpreter. An interpreter is a person who can talk to you in your language.

You can call Health Link Alberta 24 hours a day, 7 days a week.

- Calgary: phone 403-943-5465
- Edmonton: phone 780-408-5465
- Alberta: phone 1-866-408-5465

Instructions for Calling Health Link

Dial the Health Link number.

You will get a recording that says:

“You have reached Health Link Alberta.
If this is a medical emergency hang up and dial 911.
Otherwise please stay on the line...”

“For information on health services press 1
If you have symptoms press 2 to speak to a nurse”

If you need an interpreter say:

“I speak (your language) ; I speak _____; I speak _____”

Repeat three times.

Wait for the interpreter to come on line (say hello).

If you speak Mandarin you can call 403-943-1554 for Health Link Alberta in your language.

If you speak Cantonese you can call 403-943-1556 for Health Link Alberta in your language.

Brainstorm: Ask learners:

- Did you ever call Health Link Alberta?
- Did you talk to the nurse in your first language?

Instructions:

1. Introduce new vocabulary by writing the words on the board and by showing pictures.
2. Distribute the reading passage, ‘How to call Health Link’.
3. Explain all difficult words. Ask questions to ensure comprehension.
4. Distribute activity sheet, ‘How to call Health Link’.
5. Circulate to help learners individually.
6. Obtain class consensus on answers.
7. For lower levels read and explain the passage making sure that everything is well understood. Use only the fill in the blanks activity for these learners.

Extension: Have the learners practice in pairs the role-play ‘Tammy called Health Link’ provided with the activity.

Answer Key:

1. 403-943-5465 or 1-866-408-5465
2. 2
3. Have the learners write their first language
4. Have the learners write their first language
5. Addresses and telephone numbers

Reading: How to call Health Link

Read and answer the questions.

- You can dial Health Link Alberta at 403-943-5465 or 1-866-408-5465 (toll free).
- You will hear a recorded message first. Listen until you hear 'to speak to a nurse press 2'.
- Press '2'. Tell the nurse, "I speak Bengali." (Your first language) **3** times.
- Then Wait. Do not hang up.
- An interpreter will speak to you in your language.
- Say, "I want to find a family doctor."
- They will tell you which doctors are taking new patients.
- They will give you their addresses and telephone numbers.

Activity: How to call Health Link

Fill in the blanks.

1. The numbers for Health Link Alberta are _____
and _____.
2. To speak to a nurse you will press the number _____.
3. You will say, 'I speak _____, I speak _____, I speak _____.'
4. You will say, 'I speak _____' _____ times.
5. You will get _____ and _____ of the family doctors.

Activity: How to call Health Link

Answer the questions.

1. What are the numbers of Health Link Alberta?

_____ and _____

2. Which number will you press to speak to a nurse?

3. What will you say when you hear a voice after pressing the number?

4. How many times will you say that?

5. What will they tell you about family doctors who are taking new patients?

_____ and _____

Role-play: Tammy called Health Link

- Tammy dials the Health Link Alberta number.
 - 1-866-408-5465
 - Calgary 403-943-5465
 - Edmonton 708-408-5465
- Tammy presses '2' to speak to a nurse.

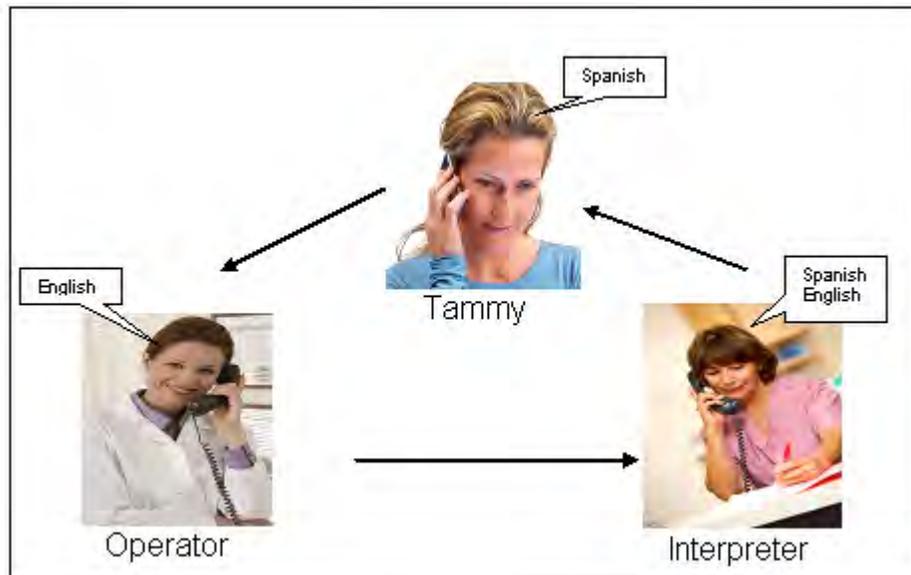
Nurse: How can I help you?

Tammy: I speak _____, I speak _____, I speak _____

I need an interpreter.

Nurse: Please hold!

Do not put the phone down. Wait. Someone will talk to you in your language soon.



Tom called Health Link

Facilitator's Notes

Level: CLB 1, CLB 2

Time: 30 - 40 minutes

Targeted Language Skills: listening, speaking, reading, writing

**Materials/
guests:**

- Copy of activity sheet (one per learner)
- Pencils and erasers
- The facilitator may like to invite two persons to act as a nurse and an interpreter to help her role-play the dialogue

Objective:

To provide learners an opportunity to practice calling Health Link Alberta.

Vocabulary:

advice, accepting, interpreter

Information:

You can call Health Link Alberta for information about health like how to find a doctor or how to find a hospital or clinic. You can also talk to a nurse if you are sick and you want to know how to get better. Health Link Alberta is free to call. You can also ask for an interpreter. An interpreter is a person who can talk to you in your language.

You can call Health Link Alberta 24 hours a day, 7 days a week.

- Calgary: phone 403-943-5465
- Edmonton: phone 780-408-5465
- Alberta: phone 1-866-408-5465

Instructions for Calling Health Link

Dial the Health Link number.

You will get a recording that says:

“You have reached Health Link Alberta.
If this is a medical emergency hang up and dial 911.
Otherwise please stay on the line...”

“For information on health services press 1
If you have symptoms press 2 to speak to a nurse”

If you need an interpreter say:
“I speak (your language); I speak _____; I speak _____”
Repeat three times.

Wait for the interpreter to come on line (say hello).

If you speak Mandarin you can call 403-943-1554 for Health Link Alberta in your language.

If you speak Cantonese you can call 403-943-1556 for Health Link Alberta in your language.

Brainstorm:

Ask learners:

- Did you ever call Health Link Alberta?
- Did you talk to the nurse in your first language?
- Did you have any problem talking to the operator?

Instructions:

1. Write all new vocabulary on the board and explain the meanings.
2. Distribute activity sheet, 'Calling Health Link'.
3. Read the listening script, 'Calling Health Link' with the help of two people who will act as an operator and an interpreter. It is important to clarify the concept of the call being transferred to an interpreter. Most low literacy callers hang up when put on hold for an interpreter.
4. Have learners fill in the blanks.
5. Allow time for learners to practice the dialogue in groups of three.
6. Have learners present it in front of the class.

Listening: Calling Health link

Listen to Tom calling Health link.

Tom: (Dial 403-943-5465)

Operator You have reached Health Link Alberta.
Dial 1 for information, Dial 2 for advice.

Tom (Hold the phone and listen, then press 1)

Operator How may I help you?

Tom I speak Spanish. I speak Spanish. I speak Spanish.

(The rest of the dialogue will be in your own language)

Interpreter How may I help you?

Tom Yes, I need to find a family doctor.

Interpreter Where do you live?

Tom I live in Forest Lawn.

Interpreter Ok, I will find a doctor who is accepting new patients. Do you have a pencil and paper ready?

Listening: Calling Health link

Tom I am ready.

Interpreter Dr Sanchez, 3623 17 Avenue SE.
Her telephone number is 403-526-7462.

Tom Can you repeat the name please?

Interpreter S A N C H E Z

Tom Thank you.

Interpreter Have a nice day, Bye.

Activity: Calling Health link

Listen to Tom calling Health link.

Tom: (Dial 403-943-5465)

Operator: You have reached Health Link Alberta.
Dial 1 for information, Dial ____ for advice.

Tom: (Hold the phone and listen, then press 1)

Operator: How may I _____ you?

Tom: I speak Spanish. I speak Spanish. I speak Spanish.

(The rest of the dialogue will be in your own language)

Interpreter: How may I help you?

Tom: Yes, I need to find a family doctor.

Interpreter: Where do you live?

Tom: I live in Forest Lawn.

Interpreter: Ok, I will find a doctor who is _____ new patients. Do you have a pencil and paper ready?

Listening: Calling Health link

Tom: I am ready.

Interpreter: Dr Sanchez, 3623 17 Avenue SE.

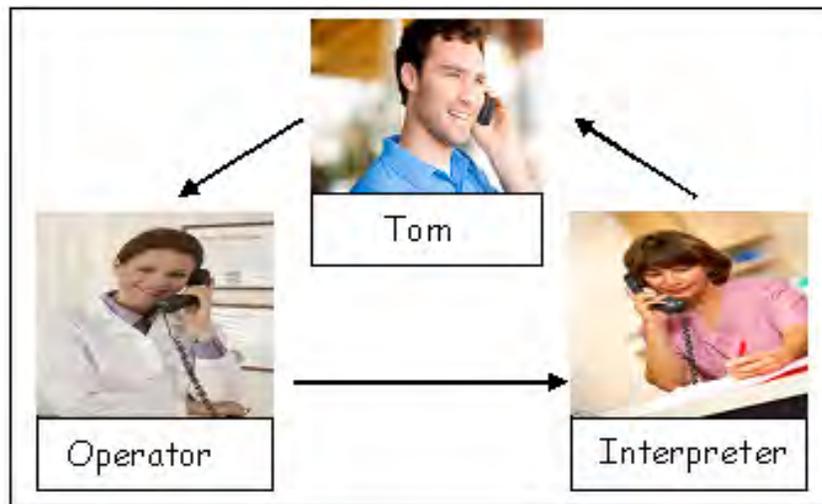
Her _____ is 403-526-7462.

Tom: Can you repeat the name please?

Interpreter: S A N C H E Z

Tom: Thank you.

Interpreter: Have a nice day, Bye.



Practice the dialogue with your partners.

Present it in front of the class.

Anna's Advice

Facilitator's Notes

Level: CLB 1, CLB 2

Time: 30 - 40 minutes

Targeted Language Skills: reading, writing

Objective: To familiarize learners with what they should consider before choosing a family doctor.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: helpful, visiting hours, wait, appointment

Information: A family doctor sees people for all of their health problems. You can go when you are sick or need advice on how to be healthy. It is important to have a family doctor. A family doctor helps you if you have health problems like:

- An earache (pain in the ear)
- A sore throat (pain in the throat)
- A cough (quick noisy push of air from mouth)
- A high fever (high body temperature)
- Muscle and joint pain
- A rash (irritation of the skin)
- Vomiting that doesn't stop (throwing up)
- Diarrhea (watery poop/stool)
- Difficulty breathing (cannot breath well; shortness of breath)
- Stomach ache (pain in the stomach)

A family doctor is also called a physician. Before going to a family doctor, you should think about these questions:

- Can you talk to your doctor in your first language?
- Are the office staff helpful and friendly?
- Do you want a male or female doctor?
- Are the office hours and days good for you?
- Is the location good? Can you park your car near the clinic? Do buses or trains go near there?
- How long does it take to get an appointment?

Brainstorm: Ask learners:

- Do you like a male or female doctor?
- Can you talk to your doctor in your language?
- Is your family doctor near your house?

- Instructions:**
1. Explain new vocabulary by writing new words on the board and showing pictures.
 2. Distribute activity sheet, 'Anna's Advice'.
 3. Allow time for learners to read it thoroughly.
 4. Read it aloud and ask questions to ensure understanding.
 5. Discuss all questions with the learners.
 6. Ask them to write their own questions. Give examples of a few questions.

- Extension:** Have the learners change question from first person to second person. Have them work in pairs to ask each other these questions and write their partners' answers. The questions can be:
- Can you talk to your doctor easily?
 - Are other people in his office helpful?
 - Are the visiting hours okay with you?
 - Can you go to your doctor's office easily?
 - Do you have to wait long for your appointment?

Activity: Anna's Advice

Read Anna's Advice.

Silvia is new to Canada.

She needs a family doctor.

Her friend Anna gives her some questions.

She says that the questions will help her find a good family doctor.

The questions are:

1. Can you talk to your doctor without difficulty?
2. Are other people in his office helpful?
3. Do you need a male or female doctor?
4. Are the office hours okay with you?
5. Can you go to your doctor's office easily?
6. Do you have to wait long for your appointment?



Write three questions that you like.

1. _____

2. _____

3. _____

Annual Check-up

Facilitator's Notes

Level: Pre-benchmark, CLB 1

Time: 20 - 30 minutes

Targeted Language Skills: reading, writing

Objective: To enable learners to be aware of the importance of annual/ periodic check-ups.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: blood pressure, stomach, prescription, throat

Information: Finding health problems early can save your life. It is important to ask your doctor when you should make an appointment for a check-up. Your doctor will want to have more check-ups if you:

- Smoke
- Drink alcohol (beer, wine)
- Are not physically active (do not exercise or work out)
- Have a poor diet (eat foods high in salt, fat and sugar)
- Have a lot of stress (pressure, worry)

People who do not smoke or drink alcohol and eat a healthy well balanced diet, avoid stress and exercise regularly are healthier. They do not need to get check-ups as often.

Your doctor will send you for tests if you have a chance of getting a disease or having a health problem. For example he can send you for a test for cancer or heart disease.

A regular or periodic check-up has five parts:

7. On your first visit to a doctor, the doctor will ask you questions about your medical and family history. The doctor will ask questions such as:
 - Has anyone in your family had cancer, heart disease, diabetes, or other health problems?
 - Do you drink?
 - Do you smoke?
 - What do you eat everyday? Do you eat fruit or vegetables? Do you eat sweet and fried food?
 - What medicines do you take?

8. The doctor or a nurse will measure your height and weight; take your temperature, blood pressure (the pressure of blood in the tubes that carry blood through the body) and pulse (the regular beating in the arteries/tubes in the body). They will check your eyes, ears, nose, mouth, skin, stomach, breast, heart, and lungs.
9. Doctors do tests and screenings to see if there are any problems. They test the blood and urine (pee) to see if there is anything wrong. They will check your eyes, ears, nose, mouth, skin, stomach, breast, heart, and lungs.
10. Exams and hearing tests. For women, they examine the breasts to check for lumps. Lumps can be a sign of breast cancer. They do pelvic exams to check the lower belly and inside the vagina, they do a test called a Pap smear to collect cells near the womb (uterus) to check for cancer of the cervix (lower part of uterus). They will send women for a mammogram (x-ray of breasts) to check for cancer etc.
11. The doctor will tell you how to stay healthy. This will include advice on diet (the food you eat everyday), exercise, smoking, drinking, etc.
12. Some doctors also give immunizations (medicine given through a needle) to children so that they do not get sick.

A family doctor can help you take care of most health problems. A family doctor can answer questions you have about your health. If you do not understand something, ask your doctor to explain.

Brainstorm: Ask learners:

- Do you go for an annual check-up?
- What does your doctor do in an annual check-up?

- Instructions:**
1. Distribute activity sheet, 'Annual Check-up'.
 2. Ask the learners to match the words with the pictures.
 3. Circulate to assist where needed.
 4. Emphasize on the five components of an annual check-up as outlined in introduction. These include health and family history, body measurements, test and screening, advice, immunization.

Activity: Annual Check-up

Match the picture to the word.

Write the words on the lines.



check ears



check throat



check blood pressure

Activity: Annual Check-up



prescription



check eyes



check lungs



medical history file

Family Doctor and Walk-In Clinic

Facilitator's Notes

Level: Pre-benchmark, CLB 1

Time: 15 - 30 minutes

Targeted Language Skills: reading

Objective: To enable learners to differentiate between a walk-in clinic and a family doctor.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: prescription, waiting room, appointment

Information: Family doctors keep a record of your medical history (past illnesses, check-ups and lab tests). You will fill out forms about your personal information and your medical history (your past illnesses) on your first visit. You will need to show your Alberta Personal Health Card to the receptionist (person at the front desk). You need to make an appointment (to agree on a time and date when you can meet) to see a family doctor. Having a family doctor means that you see the same doctor each time.

You can go to walk-in clinics at any time. You can go to a walk-in clinic if you do not have a family doctor or if your family doctor is not available. You do not need an appointment to go to a walk-in clinic. They see people as they come in (first-come first-serve). The wait times can be very long, up to four or five hours. When you visit a walk-in clinic for the first time, you will have to fill out forms and show your Alberta Personal Health Card. Walk-in clinics do not replace family doctors. You need to see your own family doctor for a follow-up after any visit to a walk-in clinic.

Brainstorm: Ask learners:

- Do you need an appointment for a walk-in clinic?
- How is your family doctor different from a doctor in walk-in clinic?

Instructions:

1. Tell the learners about the differences in procedures at a walk-in clinic and at a family doctor's office. Ask questions to ensure understanding.
2. Distribute activity sheet, 'Family Doctor Vs Walk-in Clinic'.
3. Tell the learners that they have to put a tick mark in the relevant boxes.
4. Demonstrate with examples and ask questions to ensure that they understand the task.
5. Circulate and assist where needed. Obtain consensus on the answers.

Extension: Ask learners to talk about their experiences of going to a walk-in clinic and a family doctor.

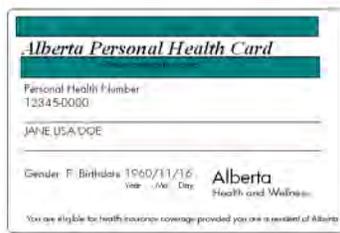
Activity: Family Doctor Vs Walk-in Clinic

Put a tick mark (✓) in the box if it is true.

1. Make an appointment



2. Alberta Personal Health Card



3. Fill out Forms



4. Take a number and wait for your turn.



5. Waiting Room



Walk-In
Clinic

Family
Doctor

| Walk-In Clinic | Family Doctor |
|-------------------|------------------|
| | |
| | |
| | |
| | |
| | |

How to Talk to Your Family Doctor

Facilitator's Notes

Level: CLB 2

Time: 40 - 45 minutes

Targeted language skills: reading, writing

Objective: To enable learners to ask questions when they go to a family doctor.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: symptoms, prepare, serious

Information: A family doctor can help you take care of most health problems. A family doctor can answer questions you have about your health. If you do not understand something, ask your doctor to explain. You can ask questions such as:

- What's wrong with me?
- Can you draw me a picture or show me what's wrong?
- What causes this type of problem?
- Is this serious?
- Can I give this illness to someone else, and if so, how and for how long?
- Are there any activities or foods I should avoid until I'm better?
- When can I return to school or work?
- How can I prevent this from happening again?

Brainstorm: Ask learners:

- Do you ask questions when you go to your doctor?
- What type of questions do you ask?

Instructions:

1. Distribute activity sheet 'How to talk to your family doctor?'
2. Write the difficult words on the board and explain their meanings with the help of pictures.
3. Read the passage with the class explaining all the difficult words and phrases.
4. Ask the learners to copy three questions that they think are important to them.
5. For higher level learners ask to write any other questions they want to ask a doctor.

Extension: Have the learners work in pairs and practice asking the questions that they will ask their doctor.

Activity: How to talk to your Family Doctor

Read the passage.

Rekha is sick. She wants to see her family doctor. She doesn't know how to talk to the doctor. She wants to tell her symptoms. She also wants to ask the doctor a few questions. She made a list with the help of a friend.

1. What is wrong with me?
2. Can you draw a picture to show me my problem?
3. What is the reason for this problem?
4. Is it serious?
5. What does this medicine do?
6. For how many days should I take it?

Write three questions that you want to ask your doctor?

1. _____

2. _____

3. _____

Questions Your Family Doctor May Ask

Facilitator's Notes

Level: Pre-benchmark, CLB 1

Time: 20 minutes

Targeted Language Skills: reading, writing

Objective: To enable learners to answer the doctor's questions regarding their health.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: allergy, shots, medication, exercise

Information: On your first visit to a doctor, the doctor will ask you questions about your medical and family history. The doctor will ask questions such as:

- Has anyone in your family had cancer, heart disease, diabetes, or other health problems?
- Do you drink?
- Do you smoke?
- What do you eat everyday? Do you eat fruit or vegetables? Do you eat sweet and fried food?
- What medicines do you take?

Brainstorm: Ask learners:

- Did your family doctor ask you questions about your health?
- Did your doctor ask if you smoke or drink alcohol?

Instructions:

1. Distribute activity sheet, 'Questions your Family Doctor may ask'.
2. Introduce new vocabulary.
3. Allow time for learners to read the questions.
4. Circulate to help learners individually.
5. Read all questions one by one with the class.

Extension: Discussion: Discuss in groups and write what other questions can be asked at a doctor's clinic.

Activity: Questions your Family Doctor May Ask

A family doctor may ask you questions.

Write 'Yes' or 'No'

| | | |
|--|---|--|
| <p>1. Do you smoke?</p> |  | |
| <p>2. Do you drink?</p> |  | |
| <p>3. Do you exercise?</p> |  | |
| <p>4. Are you taking any medicines?</p> |  | |
| <p>5. Did you get immunizations when you were little?</p> |  | |
| <p>6. Do you have reaction to any medicines or food?</p> |  | |
| <p>7. Were you sick before?</p> |  | |
| <p>8. What health problems your family had before?</p> |  | |

Family History Form

Facilitator's Notes

Level: Pre-benchmark, CLB 1, CLB 2

Time: 20 - 40 minutes

Targeted Language Skills: listening

Objective: To familiarize learners with contents of a family history form.

Materials:

- Copy of activity sheet (one per learner)
- Pencils and erasers

Vocabulary: father, mother, brother, sister, diabetes, disease, asthma, stroke

Information: Family doctors keep a record of your medical history (past illnesses, check-ups and lab tests). You will fill out forms about your personal information and your medical history on your first visit. Your medical history includes yours and your families past illnesses. Your medical history includes information about your blood relatives (for example: parents, grandparents, children, and brothers or sisters). They will ask you questions such as:

- Have you or any one in your family had serious health problems?
- At what age did these begin?

Brainstorm: Ask learners:

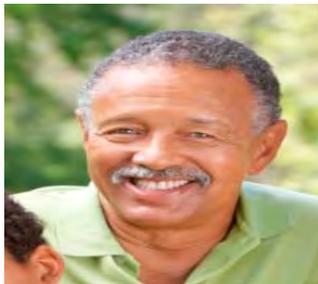
- Do you know what a family medical history is?
- Did you ever fill a form where you had to write about the disease your family had?

Instructions:

1. Distribute handout: Family to explain father, mother, brother, sister.
2. Introduce new vocabulary and explain by writing the word on the board and showing pictures.
3. Distribute activity sheet, 'Family History Form'.
4. Ask the learners to put a tick in the box if their family member had the disease.

Extension: Have the learners fill an original family history form that can be requested from a doctor's office.

Handout: Family



Grandfather



Grandmother



Father



Mother



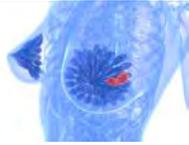
Son



Daughter

Activity: Family History Form

Put a tick (✓) in front of the health problems, your family had before.

| Disease | | Father | Mother | Brother | Sister |
|---------------|---|--------|--------|---------|--------|
| Cancer |  | | | | |
| Diabetes |  | | | | |
| Heart Disease |  | | | | |
| Stroke |  | | | | |
| Asthma |  | | | | |
| Other | | | | | |

Additional References

- Physical Exam – frequently asked questions (US National Library of Medicine)
<http://www.nlm.nih.gov/medlineplus/ency/article/002125.htm>
- Finding a family doctor in Alberta (College of Physicians and Surgeons Alberta)
<http://www.cpsa.ab.ca/PhysicianSearch/AdvancedSearch.aspx>
- Regular Check-ups (AHS)
<http://www.albertahealthservices.ca/595.asp>