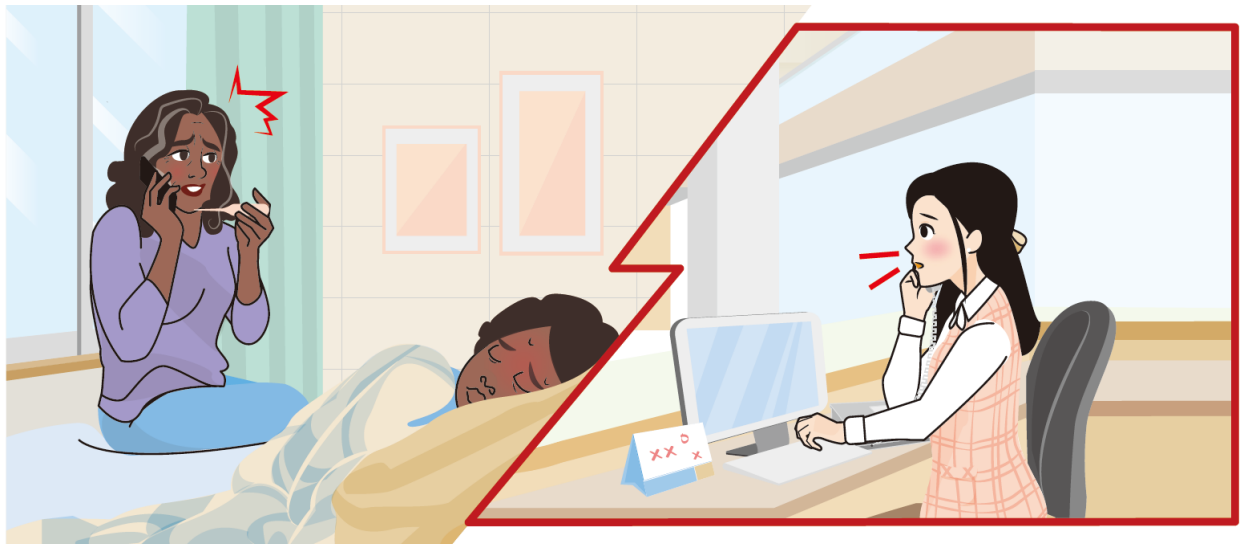


Chapter 3-2 電話対応/診療時間の案内

We are closed on Sundays.

日曜日は休診です。



I. WARM-UP QUESTIONS ウォームアップ

1. Have you made or taken a phone call today?
2. What kind of information do you usually ask over the phone?
3. Have you asked or given information over the phone in English?
4. Which do you prefer, sending a message or making a call?

II. VOCABULARY PREVIEW ボキャブラリー

- **consultation times / hours**
- **closed**
- **outpatient**
- **accepted**

III. DIALOGUE READING シチュエーション学習

Staff : Matsuo Hospital, how can I help you?

Patient : Excuse me, but I'd like to ask some questions.
May I speak to someone who speaks English?

Staff : Yes, I can help you. What can I do for you?

Patient : My child has a cold and a fever. What are the hospital's **consultation hours**?

Staff : Monday through Saturday from 9 a.m. to noon, and in the afternoon, from 3 p.m. to 8 p.m. except Thursdays and Saturdays.
We're **closed** on Sundays, national holidays, and the second and fourth Saturdays of every month.

Patient : OK, thank you. I'll be there soon.

Staff : Sure. **Outpatients** are **accepted** up until noon, so please come as soon as you can. Make sure you bring your health insurance card or some identification with you.

IV. PRACTICE 演習

A. Fill in the gaps with the correct words.

空欄に当てはまる言葉を入れて文章を完成させてください。

1. W___ can I do for you?
2. Monday t_____ Saturday from 9 a.m. to noon, and in the afternoon, from 3 p.m. to 8 p.m.
3. We're closed on Sundays and national h_____.
4. O_____ are accepted up until noon, so please come as s___ as you can.
5. Make sure you b_____ your health insurance c____ or some identification with you.

B. Listen to each question. Choose the correct response.

質問に対する正しい答えを選んでください。

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. a) Sure.
b) I'd like to ask some questions.
c) I can help you. | <ol style="list-style-type: none"> 2. a) That's correct.
b) He is fluent in English.
c) Yes, I can help you. |
| <ol style="list-style-type: none"> 3. a) Of course.
b) You can see the doctor tomorrow.
c) My child has a fever and cough. | <ol style="list-style-type: none"> 4. a) No, we don't.
b) Monday through Saturday from 9 a.m. to 6 p.m.
c) It's hospital@gmail.com |

V. ROLE-PLAY コールプレイ

Scenario You are a hospital staff. A patient (teacher) calls and asks if s/he can speak to someone who speaks English. Tell the patient that you can help him/her, then answer his/her questions.

あなたは、病院職員です。患者さんが英語を話せる職員と話せるかと電話で尋ねます。患者さんにあなたが対応できると伝え、質問に答えましょう。

Other Useful Expressions

- *Thank you for waiting.*
- *May I ask who's calling, please? / May I have your name, please?*
- *How do you spell it?*
- *I'll put you through. / I'll connect you.*
- *May I take a message? / Would you like to leave a message?*