

Chapter 7-2 診察/順番待ちのクレーム

We're very sorry to have kept you waiting.

大変長らくお待たせして申し訳ございません。



I. WARM-UP QUESTIONS ウォームアップ

1. Can you name five reasons why people visit the hospital?
2. How long is it okay to keep a patient waiting?
3. What do you think of people who cut in line?
4. When is it okay to make someone cut in line?

II. VOCABULARY PREVIEW ボキャブラリー

- Oh, really?
- terrible
- be back soon
- ahead of (someone)
- or so

III. DIALOGUE READING シチュエーション学習

Patient : Excuse me. I've been waiting for more than an hour. When can I see the doctor?

Nurse : We're very sorry to have kept you waiting so long.

Patient : Why was another patient seen before me?
I was waiting before him.

Nurse : **Oh, really?** I'm very sorry about that.
May I have your name, please? I'll see what I can do.

Patient : Douglas Ford. I've had a **terrible** headache since this morning. I need to see the doctor quickly.

Nurse : OK, Mr. Ford, I'll check for you and be **back soon**.

Patient : All right.

Nurse : Mr. Ford, we are sorry to have kept you waiting.
There is only one person **ahead of** you now. You'll be called in 10 minutes **or so**.

Patient : Thank 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. We're very sorry to have kept you w_____ so long.
2. May I have your name, please? I'll s___ what I can do.
3. OK, Mr. Ford, I'll c___ for you and be b___ soon.
4. There is only one person a_____ of you now.
5. You'll be c_____ in 10 minutes or so.

B. Complete the questions and answers.

質問と答えを完成させましょう。

- | | |
|----------------------------------|--------------------------------|
| 1. What's the matter with him? | <u>He</u> has a stiff neck. |
| 2. What's the matter with you? | <u> </u> have a headache. |
| 3. What's the matter with _____? | She has a fever. |
| 4. What's the matter with him? | <u> </u> has a backache. |
| 5. What's the matter with _____? | I have a cold. |
| 6. What's the matter with him? | He has an earache. |

V. ROLE-PLAY ロールプレイ

Scenario You are a hospital staff and a patient complains for waiting too long to see the doctor. Apologize to the patient and tell him/her that s/he will be called soon.
あなたは、病院職員です。患者さんが長時間の順番待ちに対してクレームを言っています。謝罪して、もうすぐ順番が来ることを伝えましょう。

Other Useful Expressions

- **sore**
I have a sore throat.
My leg muscles are sore.
- **hurt**
My knees hurt.
My right ankle hurts.
That terrible news hurt me a lot.