

High Level Listening  
**TRANSCRIPTS**  
with Kat and Mark

## **American Doctor's Office**

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### **On the Phone - What's wrong?**

Receptionist: And what are you seeing the doctor for?

Patient: Uhm, I'm having some knee problems - I'd like to get my knee checked out.

Receptionist: And what is your appointment about?

Patient: Uhm, my daughter's been having a really bad fever. She's had a fever all week so I think she needs to come in and see a doctor.

Receptionist: And what can the doctor do for you?

Patient: Uhm, it's something personal, erm...

Receptionist: No problem - no problem. You'd like to discuss it with the doctor?

Patient: Yes please.

### **On the Phone - Where is the office?**

Patient: Hi, I have an appointment today, I'm in the building but I can't find the office.

Patient: Okay, I'm near the Baybrook shopping mall.

Receptionist: You need to go to the fifth floor. We're on the second level.

Receptionist: Well if you take a left from the shopping center you'll see us on the right.

### **On the Phone - I'm late**

Patient: Hi there, my name is Jim Lyons, I had an appointment booked for two o'clock but I think I'm gonna be about 15 minutes late.

Receptionist: Okay, normally ask our patients to go ahead and reschedule if they're gonna be that late but let me check the appointment book. Okay, it looks like we've had a cancellation this afternoon, so as long as you're not gonna be much later than that, it should be alright. We'll see you at about two thirty.

Patient: Ok, thank you.

### **On the Phone - Cancellation**

Patient: Hi there, this is Ms Fitz. I have to cancel my appointment for my son tomorrow. Yeah, something came up so, I'm gonna have to cancel and I'll call you next week to try to reschedule. Thank you.

### **Arriving at the Office**

Patient: Hi there, I have an appointment at four o'clock.

Receptionist: Okay, you're just gonna need to sign your name here and also make the time of your appointment.

Patient: Okay. I think I've filled out everything.

Receptionist: You're a new patient correct?

Patient: Yeah that's right.

Receptionist: Okay, you're gonna need to fill out these forms and bring them up to the window when you're finished. I'm also gonna need to see a copy of your driver's license and your insurance card.

Patient: Okay, here's my driver's license and here's the insurance card. And these are my forms here.

Receptionist: Okay, I'll take these and file them away, the doctor will see you shortly. Just to let you know we only accept check and cash as - for your payment for your co-payment.

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## American Doctor's Office

### Getting Called into the Back

Receptionist: Mister, uhm. mister Lyons?....Jim Lyons?

Patient: Oh, yeah that's me.

Receptionist: Alright, I'll take you right into the back here to see the doctor....Alright, we're gonna go ahead and check your height and weight so please take your shoes off and step up on the scale...Alright, a hundred and eighty five pounds and about six foot, and a quarter inch. Okay great, I'll lead you back to the room now...

Alright, you can take a seat right here, then the nurse will be in in a moment to check your blood pressure and take your temperature, okay they'll be in soon.

## British Doctor's Office

### On the Phone - What's wrong?

Receptionist: And what is your appointment concerning?

Patient: Uhm, I hurt my foot really badly last week, so I think I should get it checked out by the doctor.

Receptionist: Ok, and what's the appointment regarding?

Patient: I've just been pretty terrible this week so I'd just like to check in with the doctor.

### On the Phone - Where is the office?

Patient: Hey there, I have an appointment later today. Where is your office located?

Receptionist: Uhm, we're located in the middle of Rowhedge Road, so if you go down Head Street take a right, you'll see us on the left side of the street. We're opposite the big Halifax bank.

Patient: Okay, I know exactly where that is, thank you.

### On the Phone - I'm late

Patient: Hi there, I have an appointment later today but I'm pretty sure I'm gonna be about 15 or 20 minutes late.

Receptionist: Oh okay, unfortunately we might have to reschedule the appointment then, were quite busy at the moment, would you be able to make the same time tomorrow?

Patient: Yeah that should work out, sorry about that.

### On the Phone - Cancellation

Patient: Hi there, my name is Jim Lyons, I had an appointment booked for half past 3 on Friday, er, something's just come up at work and I won't be able to make the appointment. uhm, I'll call back tomorrow and tell you a time when I'll be able to make it in. Thank you.

### Arriving at the Office

Receptionist: Good afternoon, how can I help?

Patient: Uhm, my name is Ms. Ezra Fitz. I have an appointment for, I think it's half past 3?

Receptionist: Okay, let me check our sheet...Okay half past 3 that's right. Would you mind writing your name on the registry? Thank you. And you'll be seeing Doctor Adams today. So just have a seat in the waiting area and I'll call you through when he's ready.

Patient: Okay, thank you.

### Getting Called into the Back

Receptionist: Miss Fitz?....Ezra Fitz?

Patient: Oh yes sorry that's me!

Receptionist: The doctor will see you now, would you like to come through to Room A with me?

Patient: Okay sure, is it just in the back here?

Receptionist: Yeah that's right, just follow me.