

High Level Listening
TRANSCRIPTS
with Kat and Mark

American Doctor's Office: Full Transcript #1

On the Phone

Receptionist: Hi thank you for calling the Dr's office, can I put you on hold, please.

Receptionist: Hello, Dr's Office, how can I help you?

Patient: Hiya, I'd like to make an appointment.

Receptionist: Yes, sir, what's the patient's name?

Patient: Uh, my name is Bruce Lyons.

Receptionist: Okay, Bruce Lyons, could you spell that for me please?

Patient: Yeah, Lyons is L-Y-O-N-S. And first name is Bruce.

Receptionist: And, what's your date of birth?

Patient: It's August 14th, 1988.

Receptionist: Okay, and what are you symptoms?

Patient: Uh, it's just for a check-up really.

Receptionist: Alright, so when's a good time for you to come in?

Patient: Do you have anything available today?

Receptionist: Yes sir, actually, can you come in at 2?

Patient: Uh, I could make it by 2:30.

Receptionist: Actually, that's totally fine. I'll pencil you in.

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 mark 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.

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.

Doctor Questions

Doctor: Good morning, Mrs Smith. What seems to be the problem today?

Patient: Actually I'm doing just fine, I'm just here for a check up today.

Doctor: So, do you smoke?

Patient: I don't smoke that often, probably if I'm out with my friends and we've been out having a few drinks, then I might have a cigarette.

Doctor: How often do you drink?

Patient: I mean, I have a couple of glasses with friends on the weekends, that's probably it, I don't usually drink during the week.

Doctor: Do you or have you taken any recreational drugs?

Patient: No, I've never done anything like that.

Doctor: Are you currently on any medication or taking any medicines or supplements?

Patient: Does protein powder count as a supplement? Because I take that every time I go to workout.

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American Doctor's Office: Full Transcript # 2

On the Phone

Receptionist: Good morning, Dr.'s Office, how can I help you?

Patient: Hi there, I'd like to schedule an appointment for my son.

Receptionist: Yes sir, what is the patient's name?

Patient: His name is Jim Lyons.

Receptionist: Oh, could you spell that please?

Patient: Sure, Jim Lyons, Lyons is L-Y-O-N-S

Receptionist: And, have you ever come into the office before?

Patient: No, we'll be new patients in this office.

Receptionist: Okay, just give me your son's date of birth, please.

Patient: It's January 12th, 2014.

Receptionist: Okay, 01-12-14?

Patient: Yep, that's right.

Receptionist: Okay great, thank you.

Receptionist: Okay, so you said that this appointment is going to be for your son, Jim. Have you guys ever been in before to see the doctor?

Patient: No, we haven't been to that practice, yet.

Receptionist: Okay, let me just get a little bit of information from you. Do you have your insurance card ready?

Patient: Uh, yep, hang on a second, okay, I've got it here.

Receptionist: Okay, can I just get the first and last name of the policyholder?

Patient: Okay, that'll be my name, so Bruce Lyons.

Receptionist: Okay, great. And, what kind of insurance do you have? Which company?

Patient: Uh, we have Aetna insurance.

Receptionist: Alright and the expiration date?

Patient: Is that the same as the expiry date?

Receptionist: Yes, it is.

Patient: Okay, it expires January 2019

Receptionist: Okay and finally, your customer or your patient number.

Patient: It should be 0087645.

Receptionist: Okay great, that's all the information I need.

Receptionist: And when would you like to come in?

Patient: Do you have anything available next week?

Receptionist: Would you prefer the morning or the afternoon?

Patient: Uh, mornings, please.

Receptionist: Okay, we do have uh... Tuesday at 10 is available.

Patient: Okay, Tuesday sounds good. Actually, oh wait, hang on, uhm, I think I can't do Tuesday, uh would we be able to do Thursday afternoon?

Receptionist: Sure, Thursday, we have an opening at 3 o'clock.

Patient: Yeah, that'd be fine, thank you.

At the Office

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....

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British Doctor's Office: Full Transcript #1

On the Phone

Receptionist: Good morning, Dr.'s office.

Patient: Hi, would I be able to schedule an appointment with you?

Receptionist: Yes, of course, could I take your name please?

Patient: Sure, my name is Ezra Fitz.

Receptionist: And, how is that spelled?

Patient: Fitz, F-I-T-Z, Ezra E-Z-R-A

Receptionist: Okay, thank you, and date of birth please.

Patient: Okay, that'll be the 20th of January, 1988.

Receptionist: Okay and can I have your address please?

Patient: Sure, it's 19 Abbots Road, Henfield and the post code is HN47JP

Receptionist: Is that 7-J-P?

Patient: Yes, JAY-PE

Receptionist: Okay, and can I have your national insurance number?

Patient: That's MF-12-35-45-61.

Receptionist: Thank you. Are you registered at this practice?

Patient: Yes, I am currently registered with you.

Receptionist: Okay and what time were you looking for?

Patient: Well, uhm, let me see, what about 2:00 tomorrow?

Receptionist: Unfortunately everything's all booked up tomorrow, earliest appointment would be Wednesday at 7 o'clock?

Patient: Okay, well do you have anything available next week?

Receptionist: Yes, we're fairly open on Mondays. We've got appointments at 7 o'clock on Monday through Thursday.

Patient: Okay, I'll go ahead and take the 7:00 on Monday.

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.

Arriving at the Office

Receptionist: Good afternoon, how can I help?

Patient: Uhm, my name is Mrs. 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.

Receptionist: Miss Fitz?...Ezra Fitz?

Patient: Oh yeah 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.

Doctor Questions

Doctor: Hi there good morning. How can I help you today?

Patient: I pulled a muscle when I was playing football the other week and, the back of my leg still really hurts.

Doctor: Would you say the pain's been getting better or worse?

Patient: It's been getting worse and worse.

Doctor: Does it hurt when I push here?

Patient: Uh, yeah, that hurts a lot.

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British Doctor's Office: Full Transcript #2

On the Phone

Receptionist: Good afternoon, Dr.'s office.

Patient: Hi there, could I make an appointment for my son?

Receptionist: Yes, absolutely, could I take your son's name, please.

Patient: His name is Bruce Fitz.

Receptionist: And how are you spelling Fitz?

Patient: F-I-T-Z.

Receptionist: Okay, and what's his date of birth?

Patient: His date of birth the 19th of August, 2014.

Receptionist: And is he registered at this practice?

Patient: Yes, he should be.

Receptionist: Okay, and can I take the national insurance number of a parent or guardian.

Patient: Yes, that will probably be under his father and that's TZ-14-27-93-85.

Receptionist: Okay, and the father's name?

Patient: He'll be under John Fitz.

Receptionist: Okay, and what time did you wanna book an appointment?

Patient: What's the latest you're available on Tuesdays?

Receptionist: Latest on Tuesday is 4:30.

Patient: Okay, 4:30, uhm, could you do half an hour later at 5?

Receptionist: Latest we could push it to is 4:45, would that be alright?

Patient: Okay, I think I can make that, yes.

.....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.

.....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.

British Doctor's Office: Full Transcript #3

Doctor Questions

Doctor: Hi there have a seat. How can I help you today?

Patient: I've had a really chesty cough. And I've tried to take some medicine from, from the chemist but it doesn't seem to be working.

Doctor: Do you smoke?

Patient: No I don't smoke.

Doctor: How often do you drink alcohol?

Patient: Uhm, honestly. My friends and I usually go to the pub a couple of times week, usually after work. But I have to drive so I only have a pint each time we go out.

Doctor: Okay, have you taken any recreational drugs in the last six months?

Patient: Uhm, only maybe, once or twice in the last six months.

Doctor: Are you currently taking any medicines or supplements?

Patient I've been taking some multi-vitamins in the morning and a few fish oil capsules after meals. Oh and I also use some protein supplement if that counts.

Doctor: Have you had any previous surgeries?

Patient: No, I haven't gone through any surgeries.

Doctor: Is there any family history of this problem?

Patient: I know my grandfather has some heart problems, but so far, no one else in the family has been affected by that.