

## Reading

### **Dr Gillian Henderson**

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My name is Dr Henderson. I'm a cardiologist at a London hospital. The highly trained team of which I am part deals with the diagnosis, investigation, and treatment of patients with all forms of heart disease, including cardiac transplantation and some sorts of vascular disease.

None of our work would be possible without the support of other people in the hospital team – the triage nurses, the receptionists, and so on. Their work is vital to the smooth running of the department. When patients arrive for the first time, personal information is taken: name, address, telephone numbers, next of kin for contact in case of emergency, and other information such as their GP's name and address, their NHS number, and their unique hospital number.

We deal with a large catchment area and also deal with referrals from outside the area, tourists, visitors to A&E, private patients, and so on, so the potential for confusion is great unless the data that are taken are accurate and the systems secure.

At various stages of patients' contact with the hospital, information is checked to make sure it is correct and that the patients can confirm their identity. For example, on arrival at a clinic patients might be asked their GP's name or part of their telephone number, for example the last three numbers.

Then during the consultation a nurse or a doctor might also ask their date of birth. All this is for the benefit of the patient to ensure the hospital team does not make mistakes and people do not use patients' details fraudulently.

We can then turn to dealing with the patients' treatment in safety.



**All of the statements below are true. Find information in the text to support each statement.**

- 1. Dr Henderson's team is very skilled.**
- 2. The work of her team depends on the support of other people.**
- 3. Details about the closed relative are taken from patients.**



D. Good morning Mr. Wood, I'm Dr. Martin, one of the doctors in A&E.

What's brought you here today?

P. I've got this chest pain.

D. And you seem to be having some trouble catching your breath.

P. Y .....Yes.

D. Would you like me to give you some painkillers before we go on?

P. Yes, please.

D. OK. We'll get some for you. And I'll be as brief as I can.

P. Thank you , doctor.

D. Can you show me exactly where the pain is?

P. I've been getting it right here in the centre of my chest.

D. Right. I see. And how long 've you had it?

P. For the past hour.

D. The past hour. And is the pain constant?

P. Yes. At the moment it's there all the time.

D. And does it go anywhere else?

P. At the moment. It's just here in the centre of my chest, but it was in my left shoulder before.

D. Can you describe the pain for me?

P. It's all over here. It's not a sharp pain. It's like a tightness, as if someone's squeezing my chest.

D. And when did the pain start first?

P. It came on first when I was bending over.... in the garden a bout two weeks ago....

D. It's OK. Take your time.

P. And then I got this ... dull pain and I had shortness of breath.

D. So it started with you bending over in the garden. And the shortness of breath started at the same time ?

P. Yes.

D. Have you had this pain before?

P. Not the pain in the chest, no I had a pain in my left shoulder and arm when I was walking to work one morning about a month ago.

D. OK. I see from the notes that you're a bus driver.

P. Yes, that's right. Not the best of jobs to be starting at five on a frosty morning.

D. No, definitely not. Did you do anything about the pain?

P. I thought it was a touch of arthritis. There'd been a heavy frost, and just rubbed some liniment into it.

D. How long did it last?

P. Off and on for about a week, and then I didn't think any more of it.

D. OK. And have you felt sick at all?

P. Yes.

D. And have you been sick at all?

- P. No. I haven't brought anything up.
- D. OK. I'd like to ask you some questions....

**Complete the extract from the case report written by Dr Martin after the consultation with Mr Wood above. Insert the verbs in the correct form into the appropriate black space.**

Present      have      be      smoke      be      work      radiate

A 49- year- old man .....in A &E with chest pain. He had had the pain for 3 hours prior to arrival The pain .....in the center of his chest and.....to his left shoulder.

He..... a history of chest pain on exercise, which has been present for the previous six months.

He.....approximately 20 cigarettes a day and.....teetotal.

He has been prescribed aspirin, B-blockers for the previous two years, and a GTN spray to use as required, which is two to three times per week. His father died of a myocardial infarction aged 65. He .....as a gallery attendant.

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**When taking the history of the presenting complaint (HPC). You often ask about pain. Use these words to complete the questions.**

- |                           |                     |
|---------------------------|---------------------|
| 1-Makes it worse/ better? | 7- Did it start ?   |
| 2-On?                     | 8-You up at night?  |
| 3-Spread anywhere else?   | 9-The pain is like? |
| 4-Had the pain?           | 10- Get the pain?   |
| 5-Constant?               | 11-The pain for me? |
| 6-Had the pain before?    |                     |

- a. Where do you .....
- b. Does the pain .....
- c. Does it wake .....
- d. Can you tell me what .....
- e. Can you describe .....
- f. How long have you.....
- g. Is there anything which.....
- h. When.....
- i. Is there anything which brings it .....
- j. Is the pain.....
- k. Have you .....

**what three questions are used by the doctor to ask about the presenting complaint(PC).**

- 1. What's.....
- 2. Can you tell me what.....
- 3. What can .....

**- For each description, write M(mild),S(severe),or V(very severe).**

1-.....I get this vague headache sometimes during the week.

2-.....the headache is excruciating. I can't bear to look at the light.

3-.....The pain in my stomach is so bad it makes me double up.

4-.....I get this sharp pain when you press my side here on the right and then let go.

5-.....All my joints hurt. I am wracked with pain