
The Take Care Family



Phrase Book

+AKE CARE project

Introduction

This Phrase Book has the goal to help people gain new language skills related to healthcare matters in the partner countries of the project. When people feel ill or suffer from a disease, they go to see a doctor in order to get medical treatment. But if they don't speak the local language they may experience real problems while communicating with a doctor or other healthcare personnel. The Phrase Book will help people overcome language and cultural barriers and enhance mutual understanding between patients and healthcare providers.

The main 'actors' in the Phrase Book are the members of the Take Care family – the mother, the father, the daughter, the son and the grandmother. You will see them in different situations, for example when signing an insurance contract, going to see the doctor, paying a visit to the dentist or getting medicines at the pharmacy. You will participate in their discussions on how to lead a healthy life and hear some good tips on health prevention.

The book is divided into 12 topics and each one of them includes key words, phrases and dialogues. In addition, there is a description of the parts of the human body and some common symptoms. The Phrase Book is a part of the main product of the Take Care project – the Healthcare Language Guide for Migrants – created by partners from 8 European countries (Bulgaria, Cyprus, Germany, Lithuania, The Netherlands, Portugal, Romania and Spain). The Healthcare Language Guide includes also a 'Word Fan' and a 'Medical Route'. The Word Fan provides the words from each topic translated into 17 languages and can be used parallel to the Phrase Book. The Medical Route gives information about the healthcare system of the country, covering emergency, insurance, GP, baby birth, care for elderly people, etc.

All learning materials, along with exercises for self-study purposes and a Basic Language Emergency Kit helping healthcare providers communicate with migrants in emergency situations, are available on the Take Care website: www.takecareproject.eu

IMPORTANT: Please keep in mind that the Phrase Book and the other Take Care products DO NOT have the goal to teach medicine and to be accurate in regard to any medical conditions or treatment suggestions. All medical situations described in the book have the sole purpose to illustrate the use of the language in the context of certain healthcare issues.

The Take Care Family



Father



Mother



Daughter



Son



Grandmother

Insurance

1

Healthy Lifestyle / Prevention

2

Accident / Emergency / Injury

3

Seeing a General Practitioner

4

At the Hospital

5

(Chronic) Diseases

6

At the Dentist

7

Pregnancy and Child Health

8

Mental and Neurological Health

9

Geriatric Health

10

Physiotherapy

11

At the Pharmacy

12

Parts of the Body

13

Common Symptoms

14

Insurance



WORDS IN THE GLOSSARY

agent
annual fee
benefits
copayment
coverage limits
health
health care facilities
health insurance
health insurance card
insurance contract
insurance company
insurance coverage
insurance number
intermediaries/mediator
monthly fee
nursing service at home
own risk
payment contribution
policy
supplementary insurance

The Take Care father goes to a Health Insurance Company to sign an insurance contract for his family.



Phrases

I would like to take out an insurance contract.

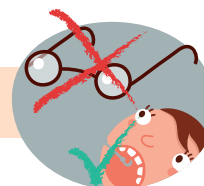


How much is the annual/monthly fee?

When do I get my health insurance card?



Who is my intermediary/mediator/agent?



What are the coverage limits and the benefits?

Healthy Lifestyle / Prevention

WORDS IN THE GLOSSARY

active
body function
cycling
dancing
to drink water
early detection
to eat healthy
exercises
fast food
fruits
healthy
healthy lifestyle
jogging
prevention
sweets
swimming
to relax
unrefined food
vegetables
vitamins
to walk
whole grain



The Take Care family has received an information leaflet on a healthier lifestyle.

Eat healthy! Eat breakfast and don't skip meals!

Eat more fruit and vegetables. They provide you with necessary vitamins.

Drink enough water. It is essential for our body.

Eat/use unrefined food.

Limit sweets, fast food and alcohol.

Do not smoke.

The Take Care family is making suggestions about how to be more active.



The Take Care grandmother has good ideas about prevention.




Accident / Emergency / Injury

WORDS IN THE GLOSSARY

- accident
- allergic reaction
- ambulance
- biting
- bleeding
- blood pressure
- broken
- to burn (my hand)
- chest pain
- choking
- conscious
- emergency
- emergency room
- emergency telephone number
- fainting
- first aid
- fracture
- heart attack
- heart beat
- help
- injured
- intensive care
- numbness
- pain
- pulse
- to be short of breath
- stroke
- trauma
- unconscious
- wound



The Take Care father is having a heart attack and the mother calls 112.



I think my husband is having a heart attack.

Is he conscious?

Yes, he is.

What are the symptoms?

He has chest pains, has numbness in his left arm and he is short of breath.

The ambulance is on its way.

First Aid Tips

Heart attack

Put the person in a comfortable position.
Call 112.

Broken bone

Support the injury with cushions to prevent unnecessary movement until the doctor arrives.

Fever

A baby or child has a raised temperature, hot, flushed skin and is sweating.
Remove excess clothing and give them fluids such as water or juice.

Short phrases

I fell down the stairs and hit my head.

I have broken my leg/my arm.

I need help.

I have burnt my hand.

I am having an allergic reaction.

Seeing a General Practitioner

WORDS IN THE GLOSSARY

- appointment
- blood pressure
- blood test
- complaints
- dizzy
- general practitioner (GP)
- flu
- headache
- high fever
- ill
- illness
- laboratory results
- period (menstruation)
- pregnant
- prescription
- referral letter
- sick leave certificate
- sleepy
- sore throat
- stomachache
- to drink
- to eat
- to fast
- to gain weight
- to lose weight
- to sleep
- urine test
- vomiting
- weak
- worried

Phrases

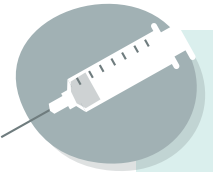


I'm going to take your pulse.

I'm going to take your temperature.



I'm going to take your blood pressure.



I'm going to give you an injection.



I'm going to dress the wound.

You have to fast (do not eat or drink).



Open your mouth, please, and say 'aa'.



The Take Care mother goes to see the doctor.

What are your complaints?

I don't feel well. I vomit every morning.

Do you have a fever?

No, I don't. But I feel dizzy.

Do you have a headache?

Not really.

Is your period regular?

Not exactly.

I suggest you take a pregnancy test.

At the Hospital



WORDS IN THE GLOSSARY

allergic reaction
diagnosis
digestion
doctor
emergency department
hospital
intensive care room
internal medicine physician
laboratory
medical history
neurologist
nurse
pain killer
perform an operation
specialist
surgeon
surgery
therapy
to be discharged
to consent
to cure
to diet
to examine
to hurt
to recover
to suffer from pain
treatment
waiting room
ward
ward round

The Take Care father has problems with his stomach and went into hospital for some tests. He discusses the results with the doctor.



Do I need an operation?

Yes. You will need to consent to it. Please fill in this form.

Is there anything else I need to know?

We'll take you to the intensive care room. Please do not eat or drink before your surgery. Do you have any allergies?

I am allergic to penicillin. How long will I have to stay in hospital?

You will be discharged in a few days.



After the surgery, the father has to spend a couple of days in hospital. During the daily ward round, the doctor talks to him.



How do you feel today?

I have still pain from the surgery. I can't go to the toilet.

Can you sleep at night?

Only with pain killers.

You still need time to recover.

When can I start eating normally again?

You can stop your special diet once your digestion is back to normal.



(Chronic) Diseases

WORDS IN
THE GLOSSARY

AIDS
Alzheimer's disease
arthritis
asthma
blindness
cancer
cardiovascular disease
contagious
deafness
diabetes
diet
epilepsy
frequent urination
heart failure
heredity
immune system
infection
infectious diseases
inflammation
osteoporosis
painful
parkinson's disease
pneumonia
rheumatism
shaking
to feel exhausted
to suffer from diabetes
tumor
ulcer



Phrases

I feel exhausted.

My knee hurts.

I have trouble sleeping.

My hands are shaking.

Are you often tired?

Does anybody in
your family suffer
from diabetes?

Do you eat a lot
of sweet things?

The Take Care grandmother does not feel well and goes to see the doctor.



I don't feel well, doctor.
My leg is swollen and
it hurts. I have trouble
walking. And I am
always thirsty!

Do you sleep well?

Yes, but I get up to go
to the toilet several times
during the night.

I will send you to the laboratory to
take some urine and blood tests
and see what the problem is.

At the Dentist



anaesthetic
braces
bridge
canine tooth
cavity
chew
chipped
cleaning
crown
dental floss
dental x-ray
dentist
drill
filling
fissured
implant
molar tooth
mouth rinse
numb
nerve
oral hygiene
plaque
root canal
sensitive to cold/heat
sting
tartar
tooth
tooth cap
toothbrush
tooth whitening



Phrases

Open your mouth, please!

Close your mouth, please!

Rinse your mouth, please!

You need to brush your teeth better.

We need to remove the nerve.

The Take Care daughter has had a toothache for a couple of days and goes to see the dentist.

I have had a toothache for a while and it's getting worse. It's one of my canine teeth.

Does it hurt all the time?

Mostly, when I'm eating.

Are you sensitive to cold or heat?

Yes, very much.

Probably a cavity. Open your mouth please... Yes, you need a filling! You'll be anaesthetized and then I'll come back.

The Take Care grandmother has problems with a bridge.

I feel my bridge loosening and food gets in. I cannot chew on this side anymore.

Let me see... Yes, we should replace this bridge, it is old. You can shut your mouth now.

What options are available nowadays?

Here is an informational leaflet about different options.

I'll read it carefully and get back to you.

Pregnancy and Child Health



- WORDS IN THE GLOSSARY
- birth preparation
 - breastfeeding
 - check-up
 - give birth
 - gastrointestinal tract
 - gynecologist
 - fever
 - maternity care
 - maternity leave
 - measles
 - midwife
 - morning sickness
 - mumps
 - pediatrician
 - pregnancy
 - pregnancy test
 - prenatal and recovery
 - gymnastics
 - prenatal medical checkup
 - smallpox
 - to vaccinate against a disease
 - to vomit
 - tummy ache
 - vaccination
 - vaccine

The Take Care mother knows that she's pregnant and makes a list of things to ask her health insurance company.



- Are there preventive check-ups for babies?
- Where can I give birth?
- Where can I take prenatal and recovery gymnastics?
- Where can I take prenatal classes?
- Which midwife services are available?
- What are maternity leave rights?
- What are my parental leave rights?

The Take Care son has tummy ache and vomited the whole night. His mother gets a referral letter and makes an appointment with a pediatrician.

Good morning, what can I do for the young man?

He vomited the whole night and can't eat anything.

Does he vomit after consuming liquids as well?

No, he can drink a little bit of tea.

Has he got a fever?

Yes, this morning 38^o C.

That is quite high for the morning. He should stay in bed. Make sure, that he drinks enough. You'll get medication to lower the fever and to stabilize the gastro-intestinal tract. If he doesn't get better tomorrow, please come again.

Mental and Neurological Health




- addicted
- anxious
- appetite
- brain disorder
- cause
- concussion
- depressed
- depression
- eating disorder
- emotional disorder
- examination
- fatigue
- intoxicating
- irritability
- lecture
- nervous
- nervous system
- obsessive
- panic attack
- peer pressure
- psychiatrist
- psychological trauma
- psychologist
- seizure
- self-confident
- stress
- symptom
- to damage
- to determine
- to rest




Phrases

I have a lot of stress.	You should rest.
I feel very anxious.	You should not obsess.
I often have panic attacks.	You should be more self-confident.
I have no appetite.	You should do things you enjoy.
I often want to be alone.	You should go and see a professional.
I have no energy.	You could join a support group.

The Take Care mother visits a neurologist because she is worried about her son.



Doctor, my child had a seizure while he was sleeping last night.



Has this ever happened before?

No, it hasn't. Do you think he has a brain disorder?

Let's do some tests to determine the cause of the seizure.

The Take Care parents go to a lecture about alcohol consumption among teenagers. They ask the lecturer some questions.



How does alcohol affect a person?

Alcohol is an intoxicating substance that can damage the liver and the nervous system.

Why do teenagers start drinking?

They often start drinking because of peer pressure. They drink because their friends do.

How can we help our children?

Parents should be supportive and alert.

Geriatric Health



- WORDS IN THE GLOSSARY
- brace
 - broken arm
 - broken leg
 - cast
 - calcium-rich
 - constipation
 - dehydration
 - dement
 - dementia
 - dizziness
 - fracture
 - fractured
 - health care of elderly people
 - hearing aids
 - hypertension
 - loss of balance
 - memory lapse
 - physical activity
 - physiotherapist
 - rehabilitation centre
 - to exercise
 - to prevent
 - x-ray room

The Take Care grandmother lost her balance and fell over at home. She visits the doctor.

I have a lot of pain in my arm, doctor.

Do you often have this pain?

No, I fell over and hurt myself.

Let's go to the X-ray room to see if it is fractured.

Later...

Hmm, unfortunately it is fractured. You should use a brace or a cast.

How long will I need to wear the cast?

For a month at least. You may have to visit a physiotherapist afterwards.

The Take Care grandmother has a hearing problem and visits a specialist.

I have trouble hearing. I misunderstand what people say and I give funny answers. I turn the TV volume too high.

I'll examine your ears. Maybe you need to wear a hearing aid.

A poster with healthy tips for seniors.

You should eat more fresh fruit and vegetables to prevent constipation.

You should drink a lot of water to prevent dehydration.

Reducing salt in your diet helps prevent hypertension.

Engage in activities which exercise your mind like reading or painting.

Consider joining a local senior group.

Spend time outdoors and eat calcium-rich food. This protects your bones and prevents fractures.

Physiotherapy

WORDS IN
THE GLOSSARY

backward
forward
massage
motility
muscles
strength
to activate
to bend
to build up muscles
to hurt
to move
to relax
to relieve tension
to stretch
to take exercises
to tense



The Take Care father has back trouble and visits a physiotherapist. The physiotherapist tells him what to do.

Bend forward.

Bend to your left.

Bend to your right.

Stretch your arms.

Turn around.

Move slowly.

Lie down on your front;
I'll give you a massage.

Please, tell me if it hurts.

An illustration of a man with brown skin and a mustache, wearing a light blue t-shirt. He is shown in a dynamic pose, with his arms outstretched and legs apart, as if performing an exercise. His face shows a pained expression, with sweat drops and yellow stars around his head. In the background, there is a large red exercise ball, a smaller red ball, and a black stationary bike.

At the Pharmacy



bandage
before/after/during the meals
capsule
counter medicine
cream
daily dose
disinfectant
dressings
drops
druggist
effervescent tablet
expiration date
homeopathic
infected
immune system
leaflet (for usage)
medication
ointment
pain killer
pharmacist
pill
plaster
prescription
sensitive to
side effects
syrup
tablets
to build up resistance
to fester/ulcerate
well tolerated



Phrases

Will this affect other medication?

You don't need a prescription for this medicine.

Please, pay attention on the expiration date.

The Take Care mother feels she is coming down with a cold and goes to the pharmacy.

I feel like I am coming down with a cold and need something to build up my resistance.

I would recommend this medication here. It is over the counter medicine.

Ok, what is it?

It is good for your immune system.

Does it cause any side effects?

No side effects.

Ok, it sounds good, I'll take it.

Do you prefer drops or tablets?

Drops please. How often should I take it?

The daily dose is 20 drops in the morning and 20 in the evening. You should take it during meals.

Thank you, goodbye.

The Take Care father needs some ointment for his son and goes to the pharmacy.

My son has a sore toe. It is infected. We need some ointment.

He's 5 years old.

How old is your son?

I would recommend this one. It is a disinfectant.

Ok, good. I will need some dressings as well.

Here are some small bandages. Do you need plasters as well?

Yes, I'll take both. Is there anything else we can do?

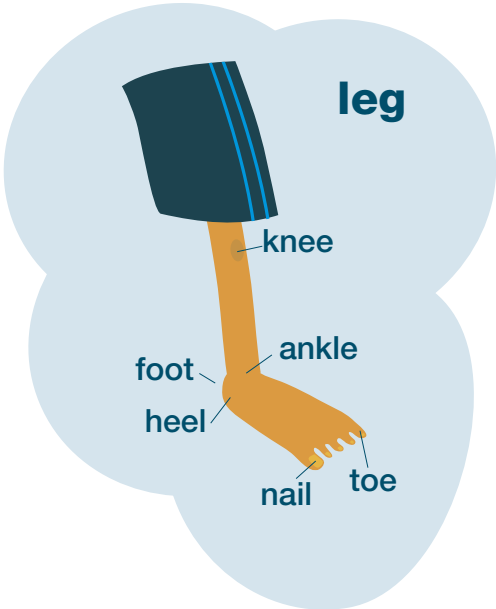
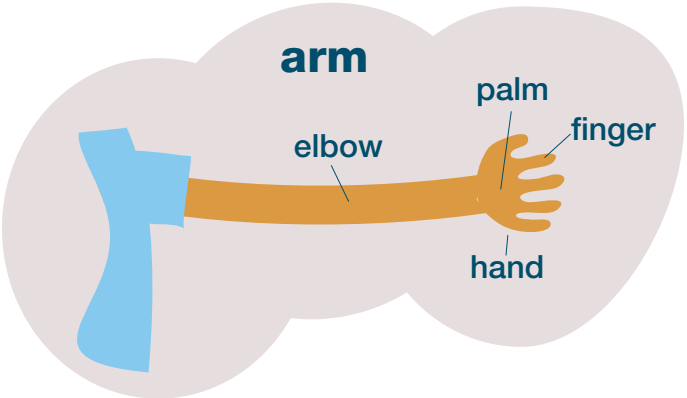
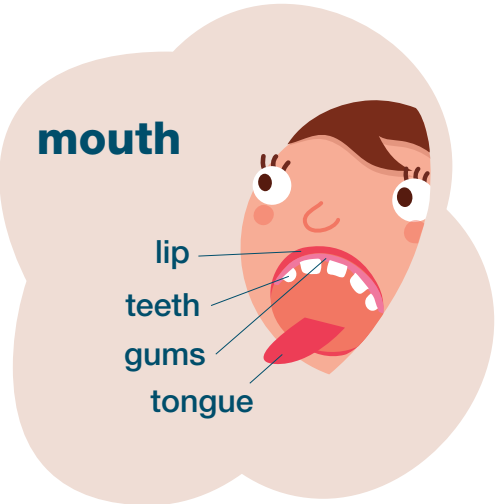
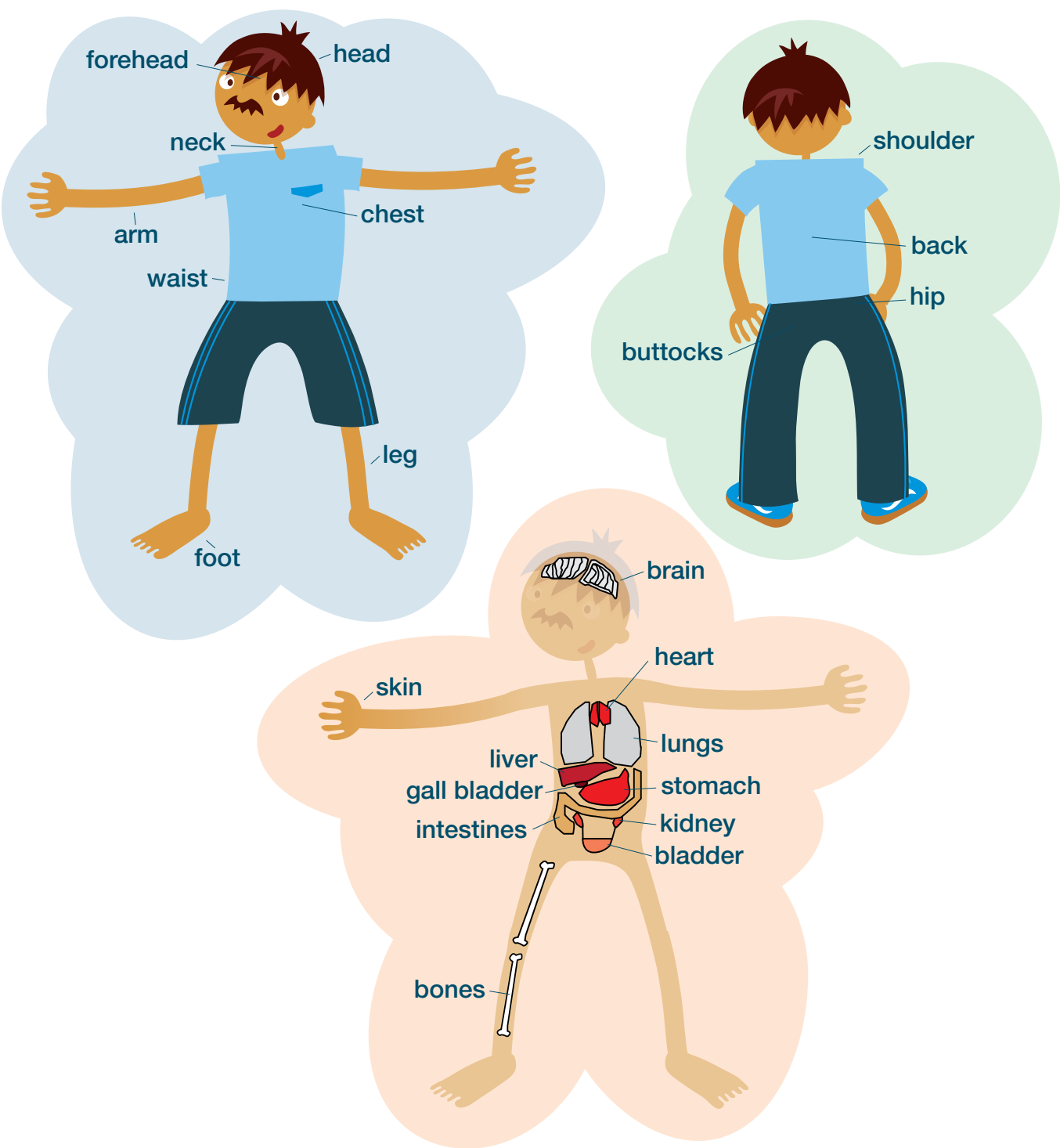
Ok, thank you.

Keep the toe dry. So no showers for the next few days!

Thanks for your help!

Your son should see a doctor if it doesn't get any better.

Parts of the Body



Common Symptoms

Types of pain

dull
sharp
stabbing
burning
cramps

Mainly cardiovascular

chest pain
palpitations
angina
a feeling of pressure in the chest
light-headed

Skin-related

rash
lump
itch
scar
bruise
spots
mole
swelling
redness
(sun) burn
cut
blister
sting

General symptoms

fever
nausea
weakness
fatigue
dizziness
drowsiness
sweats
chills
weight loss/gain
thirst
bleeding (nose)
appetite loss
swollen

Mainly gastrointestinal

nausea
vomiting
diarrhea
constipation
hemorrhoids

Mainly respiratory

cough
to cough up blood
phlegm
runny nose
sore throat
short(ness) of breath
sneezing

Related to the nervous system / psychological

migraine
seizure
paralysis
jumbled speech
numbness
fainting
sensitive to light
amnesia
anxiety
depression
trouble sleeping
insomnia
confusion
delirium
restlessness

Partners

Pressure Line

visuele en creatieve communicatie
www.pressureline.nl



www.kutu-bg.eu

sprachinstitut

dialoge

www.dialoge.com

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Lifelong
Learning
Programme

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