



## Accessing Community Health Services

### Video Walk in Clinic

ELSA Level 2  
Teaching resource

Lesson Plan  
and  
Teacher's Notes

**Content Objectives:**

## Learners will learn about:

- when to go to the clinic and when to go to the hospital
- how to ask and answer questions at the clinic
- how to tell a doctor about a medical problem

**Language Objectives:**

## Learners will be able to:

- 🗣️ talk to a receptionist and doctor at a medical clinic
- 👂 understand questions asked by a doctor and receptionist at the medical clinic
- 👂 sequence a picture story after listening
- 👂 identify speakers while listening
- 📖 read a simple story with support of pictures
- ✍️ fill in a simple form

Activity	Materials	Development
Introduction	<ul style="list-style-type: none"> <li>• <i>Hospital and Clinic graphics</i></li> <li>• <i>What does a doctor do?</i> vocabulary sheet</li> <li>• <i>Hospital or Clinic?</i> worksheet</li> </ul>	<ul style="list-style-type: none"> <li>- Place clinic and hospital graphics on board</li> <li>- Ask students - "When do you go to a clinic? When do you go to a hospital?"</li> <li>- Review vocabulary on <i>What does a doctor do?</i> worksheet</li> <li>- brainstorm more ideas about what a doctor does and reasons to visit a clinic - write on board</li> <li>- Give 6 students pictures from <i>Hospital or Clinic?</i> worksheet. Have students put them on the board under the appropriate graphic. Discuss any that may be both - for example a headache may be severe enough to go to a hospital</li> <li>- Have students complete <i>Hospital or Clinic?</i> worksheet</li> <li>- Review worksheet together</li> </ul>

Activity	Materials	Development
Before watching	<ul style="list-style-type: none"> <li>• <i>Read About the Video</i> story</li> <li>• Victor needs to go to a clinic poster</li> </ul>	<ul style="list-style-type: none"> <li>- Distribute to pairs the <i>Read About the Video</i> story</li> <li>- Read story together and review any new vocabulary</li> <li>- Have students read stories in pairs</li> <li>- For higher classes, ask questions about the story: ie. Who feels sick? Who speaks English? What does the receptionist do? Where does the doctor send Victor?</li> <li>- Ask class who has a family doctor - mention Victor does not have a family doctor. Where can he go? Who can help him? Explain Walk in clinic</li> <li>- Review Walk in clinics in your area</li> </ul>

Activity	Materials	Development
While watching	<ul style="list-style-type: none"> <li>• <i>Walk in Clinic Picture Story</i></li> <li>• <i>Write the story</i> worksheet</li> <li>• <i>Who Said It?</i> worksheet</li> </ul>	<ul style="list-style-type: none"> <li>- Look at picture story together and say a sentence for each picture</li> <li>- Students watch video and put pictures in order</li> <li>- Review picture story - Say picture story</li> <li>- Students watch video again and write the story</li> <li>- Review sentences on <i>Who said it?</i> worksheet</li> <li>- Have students work in pairs saying each sentence</li> <li>- Have students guess who said which sentence</li> <li>- Watch the video and have students put the correct number under each picture</li> <li>- Review worksheet together</li> <li>- Students fill in <i>Write the story</i> worksheet in pairs. Review worksheet and have the students read in pairs</li> </ul>

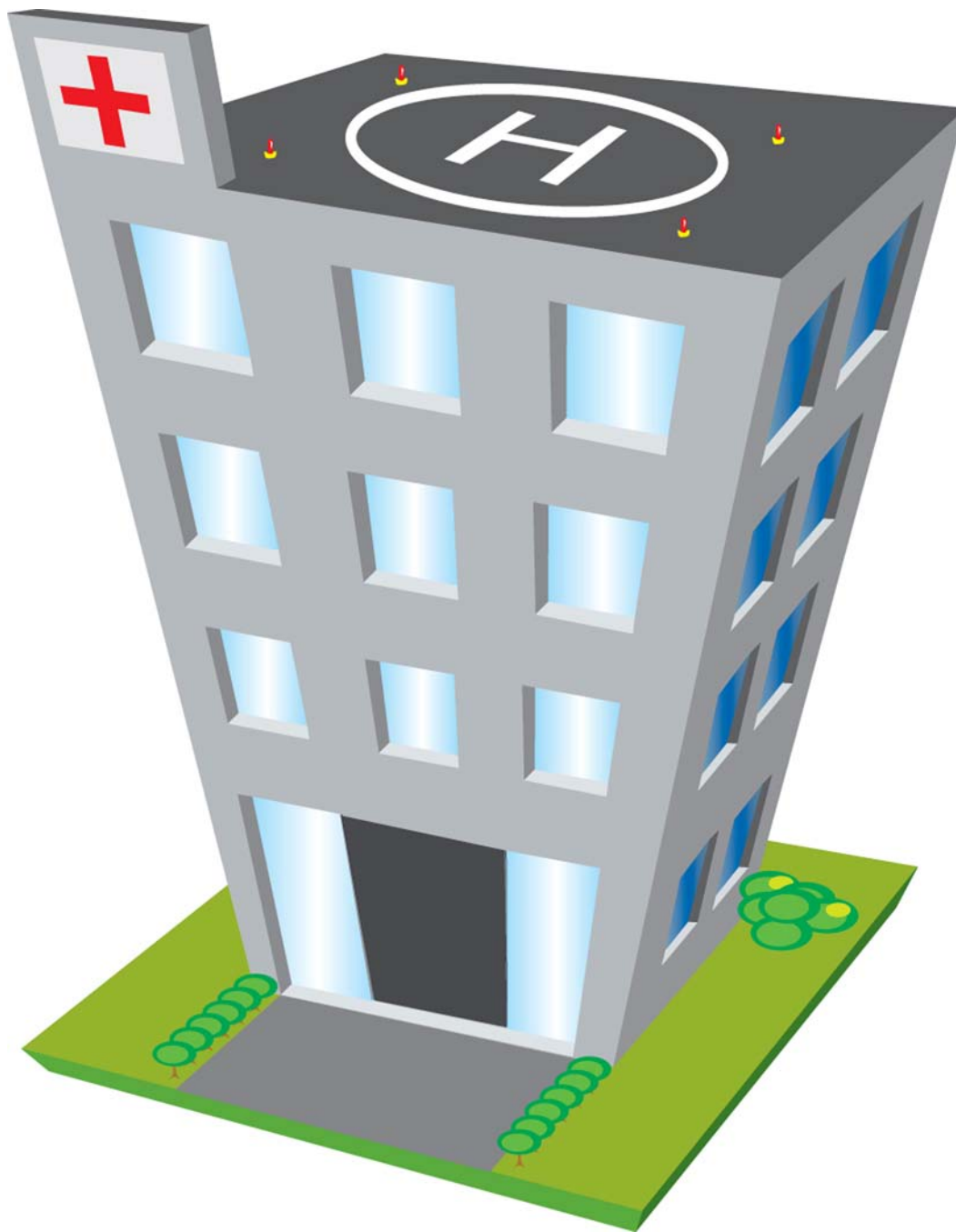
Activity	Materials	Development
After watching	<ul style="list-style-type: none"> <li>• <i>Talking to a doctor Script</i></li> <li>• <i>Talking to the receptionist</i></li> </ul>	<ul style="list-style-type: none"> <li>- Students listen to video and follow along with <i>Talking to a doctor</i> script</li> <li>- Listen and repeat after teacher each sentence - Review difficult pronunciation</li> <li>- Students practise conversation in pairs</li> <li>- Write part of the script on the board - Review together - have students practise in pairs.</li> </ul>

*worksheet*

- *What can you say?* worksheet
- *What about you?* worksheet
- *Be Active* worksheet
- *Eat Healthy Food* worksheet

Erase parts of the script and have students try to remember

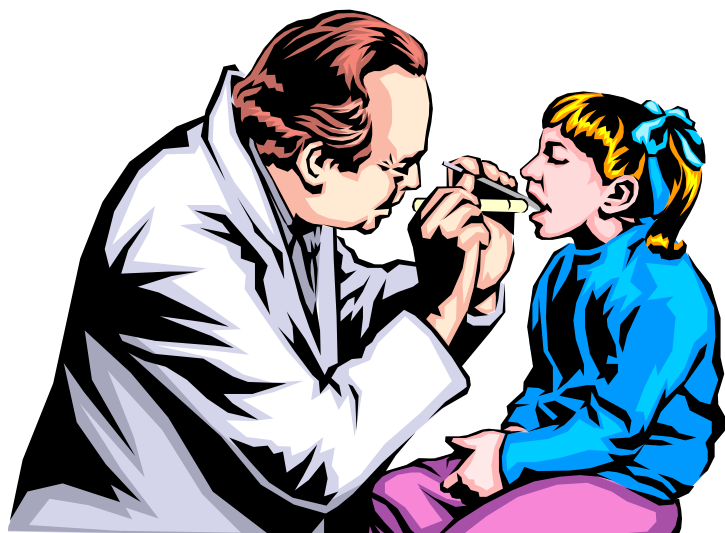
- Have students practise asking and answer questions for the receptionist. Talk about short questions ie. name? address? . Practise pronunciation saying addresses and phone numbers clearly and strategies for helping to communicate ie. taking personal information written on a paper to the clinic
- Review *What about you?* worksheet on the OHP. Have students fill in their own information with your help
- In groups or pairs students can discuss simple ways to stay active. Write on the *Be Active* paper. Students mingle and share their ideas with students from 2-3 other groups. Create a list and discuss as a class.
- Have students list the healthy food from the *Eat Healthy Food* in the picture. Ask students what healthy food they eat every day.



# Hospital



# Clinic



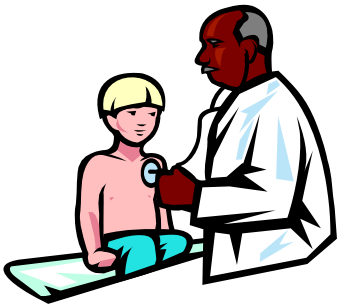
What does a doctor do?



She writes *prescriptions for medicine*.



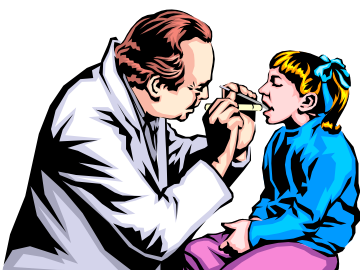
She takes your *blood pressure*.



He listens to your *heart*.



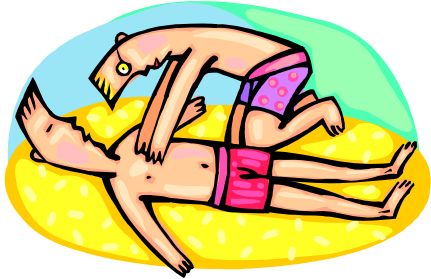
He gives *immunizations*.



He looks at your *throat*.

## Clinic or hospital?

Where should each person go? Circle clinic or hospital.



Clinic

Hospital



Clinic

Hospital



Clinic

Hospital



Clinic

Hospital



Clinic

Hospital



Clinic

Hospital



## Read about the video



This is Victor.

He can't see very well.  
He has lost weight.  
His hands and feet are numb.  
He goes to the clinic.



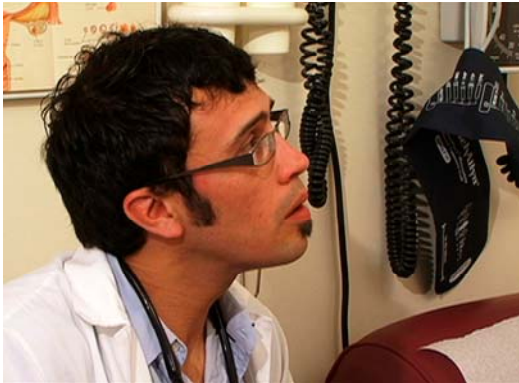
This is Emily.

She speaks English.  
She helps her Dad.



This is a receptionist.

She greets people when they come to the  
clinic.  
She checks Victor in.



This is the doctor.

He gives Victor a check up.

He asks Victor questions.

He sends Victor for some blood tests.



**Victor needs to go to the clinic.**

# Walk in Clinic Story

Watch the video then put the pictures in order.



## Write the story

Use the words to write the story.

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### Words

see                      receptionist                      blood test  
clinic                      healthy  
blood pressure                      active

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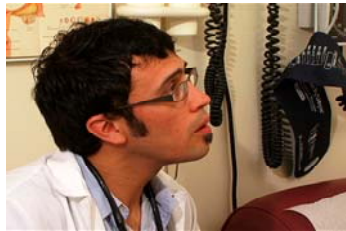
### Story

Victor can't \_\_\_\_\_ very well. Emily takes him to the walk in \_\_\_\_\_. At the clinic, the \_\_\_\_\_ checks Victor in. She asks Victor many questions. Emily and Victor go in to the doctor's office. The doctor introduces himself to Victor and Emily. He takes Victor's \_\_\_\_\_, \_\_\_\_\_, weighs him on the scale and asks questions about his health. Emily helps her dad answer some questions. The doctor tells Victor that he must go for a \_\_\_\_\_ \_\_\_\_\_. The doctor tells Victor to be \_\_\_\_\_ and eat \_\_\_\_\_ food.

## Who said it?

Watch the video. Write the number of the sentence under the picture.

1. Is this your first time here?
2. Do I have to pay for blood tests?
3. What can I do for you today?
4. I cannot see very clearly.
5. Do you have any allergies?
6. Has your weight changed?
7. Date of birth?
8. Are you feeling tired?
9. I'm going to send you in for some blood tests.
10. OK. I'm going to take your blood pressure.
11. August 28, 1964.
12. Are you on any medications?



## Questions at the Reception

The receptionist at the clinic asks Victor many questions. Work with a partner to practise asking and answering the questions.

Is this your first time here?

What is your name?

How do you spell that?

What is your date of birth?

What is your phone number?

What is your address?

Who is your family doctor?

Do you have any allergies?

Can I have your Care Card please?

Who is your emergency contact?

Please sit down.





## What can you say?

Work with a partner. Below are questions a doctor may ask you. Practise asking and answering the questions.



What can I do for you today?  
Are you feeling tired?  
Do you have a fever?  
Do you have a cough?  
Has your weight changed?  
Can you roll up your sleeve, please?  
How long have you been sneezing?  
Do you feel nauseous?  
Go home and get some rest.



What can I do for you today?  
Are you feeling tired?  
Do you have a fever?  
Do you have a cough?  
Has your weight changed?  
Can you roll up your sleeve, please?  
When did your headache start?  
Do you feel nauseous?  
I'm sending you in for a blood test.



List five very simple things that you can do to be active. Share them with your partner or a group.

*Walk to school*

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Work with a partner. List five healthy foods that Victor is eating.

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## What about you?

Fill in the form. Bring this with you when you visit the clinic.

### Walk-in Clinic Patient Information

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Address: \_\_\_\_\_

Care Card: \_\_\_\_\_

Family Doctor: \_\_\_\_\_

Medication: \_\_\_\_\_ Allergies: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relationship: \_\_\_\_\_

Emergency Contact Phone Number: \_\_\_\_\_