A Call to the Doctor

Pre-reading

Questions: Why would a person need to call the doctor?

Who usually answers the phone at a doctor’s office?

Definitions: Receptionist – an employee who answers the phone and greets and helps customers

Concern – something that causes trouble or worry

Reading

There are many reasons why people may need to call a doctor. Often times people call to

schedule an appointment. They may also call because they have questions about a medical issue or

about a medication. All of these are good reasons to call a clinic or doctor’s office.

Most people have a regular doctor to call when they need medical help. If that is not the

case, a nearby doctor can be found in the phone book, on the Internet, or by contacting one’s health

insurance company.

Unless there is a life-threatening emergency, a clinic doctor should be called. It is important
to call a doctor’s office to make an appointment as opposed to simply showing up at the clinic. If a

patient needs to be seen right away, a same day appointment is a possibility. A typical call to the
doctor may sound something like this:

Receptionist: “Good Morning, Healthy Body Medical Center. My name is Ann, how may I

help you?

Caller: “I think my daughter needs to see a doctor.”

Ann: “Okay. What are the concerns you have about your child?”

Caller: “She has had a sore throat and temperature for the last two days.”

Ann: “Who is your daughter’s regular doctor?”

Caller: “Doctor Bryn.”

Ann: “What is your daughter’s first and last name and date of birth?”

Caller: “Kate Turk; she was born on May 8th, 1996.”

Ann: “Thank you. Doctor Bryn could see Kate today at 2:00 p.m.”

Caller: “That will work. See you at 2:00 p.m. Thank you.”

In some cases, a recorded message is the first thing a person hears when calling a medical

clinic. You may be asked to make a numeric selection based on your reason for calling. Listen
carefully so you know which number to press. When in doubt of who to speak with, it is best to

choose a receptionist. The receptionist can often schedule appointments and route calls to nurses

and doctors.
Understanding

1. Why is it important to listen carefully when calling a doctor’s office? _________________________
   __________________________________________________________________________________
   __________________________________________________________________________________

2. What does the word **regular** mean in this reading?______________________________
   __________________________________________________________________________________

3. Why might a person call a doctor’s office? (List at least two reasons.)________________________
   __________________________________________________________________________________
   __________________________________________________________________________________

4. Why did the caller in this reading phone the clinic? _______________________________________
   __________________________________________________________________________________

5. What information did the caller need to tell the receptionist?____________________________
   __________________________________________________________________________________

6. If a person does not have a regular doctor, where might he find one?_______________________
   __________________________________________________________________________________

Writing

Option A: Summarize the reading in your own words.

Option B: What new information did you learn in this reading? How will it help you in the future?

Option C: Write about an experience you’ve had with calling a doctor.

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