

What you should know about hospital appointments?

Participants

Hospitals in Calgary

- address
- reception
- parking rates: hourly / daily / monthly
- bus and C-Train
- General Inquiries: 403-262-1000
- Calgary Transit Access: 403-537-7777
- Online: www.calgarytransit.com

Hospital departments

• anesthetics	• cardiology (heart)
• chaplaincy (Sacred space)	• diagnostic imaging (DIT)
• ears, nose and throat (ENT)	• emergency (ER)
• gastroenterology	• hematology (blood)
• inpatient	• intensive care unit (ICU)
• maternity/neonatal/pediatrics	• neurology
• nutrition and dietetics	• operating room (OR)
• ophthalmology (eye)	• oncology
• orthopedics	• outpatient
• pharmacy	• physiotherapy
• psychiatry	• rehab services
• seniors health (geriatrics)	• specialty clinics
• urology	• women's health (gynecology)

Hospital appointments

ask about

- date, time (& how long), place (hospital & address)
- doctor, clinic, floor, building
- closest parking lot (map)
- any wheelchair by the entrance
- anything you need to bring or prepare

Specialty clinics

- tell doctor your health problems
- ask questions if you don't understand
- make follow up appointment before you leave
- ?? take cancellation appointment
- ?? out of the country soon
- ?? change phone number or address

Practice - appointment

Please tell me:

- the date
- the time
- the hospital and the address

I will be seeing:

- which doctor ?
- at which clinic?
- on which floor ?
- in which building ?

Tell me:

- the closest parking lot
- any wheelchair at the front door
- what I need to bring

Can you spell that out for me?

Practice – at the hospital

1. My name is _____. I have an appointment with Dr. _____ at 1 pm.
2. Here is my health card and picture ID.
3. I speak _____. I need an interpreter to help me.
 - I don't understand this word. Can you tell me more?
 - I don't understand these questions. Can you help me?

Practice - medical tests Qs

1. Why do I need this test?
2. What happen if the test is delayed or not done?
3. What do I need to prepare?
4. What can affect the results (for example, food, exercise, medicine, alcohol, or smoking)?

Practice - surgery Qs

1. Please write the surgery name for me?
2. When will I have the surgery?
3. What can I expect from the surgery?
4. What are the risks of this surgery?
5. What happens if this surgery doesn't work?

Practice - new health problem Qs

- I've stomach pain (symptoms) for 7 days (how long).
- Lying down (what helps) helps relieve my pain.
- It is a sharp pain (describe) in my stomach here (where it is). It feels like a knife cut (how it feels). When the pain comes I cannot eat, sleep, walk and stand. I have to lie down (how severe it is).
- I would rate my pain to the 6 (out of 10).