

At the reception and registration

ขอบเขตเนื้อหา:

๑. การเสนอให้ความช่วยเหลือ
๒. การถามยืนยันสาเหตุการมา รพ.
๓. การถามถึงสิทธิต่าง ๆ หรือประวัติการรักษาเดิม
๔. การแนะนำการกรอกข้อมูลลงทะเบียนคนไข้ใหม่
๕. การแนะนำคนไข้เก่า
๖. การจ่ายเงิน
๗. การติดต่อทางโทรศัพท์

Scene 1 Scene 2 Scene 3 Scene 4

ประโยคภาษาอังกฤษที่อาจใช้สนทนากันระหว่างบุคลากรของโรงพยาบาลกับผู้รับบริการต่างชาติที่มาเป็นครั้งแรก ก็จะเป็นการสนทนาตามขั้นตอนของโรงพยาบาล เริ่มตั้งแต่ทำบัตรใหม่ กรอกข้อมูลผู้รับบริการ การเข้ารับการตรวจรักษา แล้วสิ้นสุดที่จ่ายค่ารักษา-บริการ และรับยาต่อไป ดังตัวอย่างต่อไปนี้

๑. การเสนอให้ความช่วยเหลือ:

May I help you? What can I do for you?

๑.๑ รับความช่วยเหลือ:

Ex: Staff: Good morning. Let me help you into the wheelchair.

Patient: Thank you. / Yes. / Please./

/That's very kind of you./

๑.๒ ปฏิเสธความช่วยเหลือ:

No, thank you. / That's not necessary. / I can walk.

๒. การถามยืนยันสาเหตุการมา รพ.: **Are you a patient or a visitor?**

๓. การถามถึงสิทธิต่าง ๆ หรือประวัติการรักษาเดิม:

๓.๑ กรณีเป็นคนไข้ใหม่:

ถามถึงสิทธิ - ประกันสุขภาพ

Ex: Any insurance covered? มีประกันครอบคลุมไหม

Any health insurance/medical insurance? มีประกันสุขภาพไหม

Any victim compensation plan? มีกองทุนเงินทดแทนไหม

Any contract/insurance company? มีบริษัทประกันไหม

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On the first visit, you need to confirm your health insurance status, please. ในการเข้ารับบริการครั้งแรก จำเป็นต้องแสดงยืนยันสถานะ

การประกันสุขภาพคะ

๓.๒ ถามถึงประวัติการรักษาเดิม:

Ex: Any referral (patient referral document) issued by your family doctor, any X-ray data in a CD and/or film?

Please submit the Health Insurance Card and other certificates and "Referral" to me.

๔. การแนะนำการกรอกข้อมูลลงทะเบียนคนไข้ใหม่:

๔.๑ การลงชื่อ: **James D. Smith**

First name/Given name: **James**

Middle name/Given name: **D.**

Last name/Family name/Surname: **Smith**

๔.๒ ขั้นตอนคนไข้ใหม่:

- Ex:** (1) Please Fill out the registration form for new patient.
(2) And make sure that all the information (name, date of birth, address, immediate family, relatives, domicile of origin, telephone number) is correct.
(3) Submit the form to the staff at the screening windows no. 8-9.
(4) Wait for your hospital card. We will call you by number or name.

(5) See the doctor at a specific department recommended by the screening staff.

Question focus:

ลักษณะคำถามต่าง ๆ ที่บุคลากรของ รพ.ใช้ในการสอบถามหรือสัมภาษณ์ มีดังนี้

อายุ: **How old are you?**

วันเดือนปีเกิด: **Please tell me your date of birth?**

สถานที่เกิด: **Where were you born?**

สถานที่อยู่อาศัยในประเทศที่จากมา:

What's your address in your country?

สถานที่อยู่อาศัยในเมืองไทย:

What's your address in Thailand?

ระยะเวลาอยู่ในเมืองไทย:

How long have you lived in Thailand?

น้ำหนัก: **What's your weight? = How much do you weigh?**

ส่วนสูง: **What's your height? = How tall are you?**

สถานภาพสมรส:

Are you married?

Do you have children?

Are you divorced?

Are you single/bachelor? (โสด)

Are you separated?

Are you a widow? (หม้าย)

Do you live with your spouse? (อาศัยอยู่คู่สมรสไหมคะ)

การศึกษา:

What's your level of education? (จบการศึกษาระดับใดคะ)

อาชีพ:

What type of work do you do?

What are you? (ทำงานอะไรคะ)

ศาสนา: **What's your religion?** (นับถือศาสนาอะไรคะ)

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ญาติที่ติดต่อได้ทั้งในและต่างประเทศ:

Please name your relatives who you can contact and their address in Thailand, and also in your own country.

Word focus: immediate family = parents, brothers & sisters, husband & wife, and children. คนในครอบครัวโดยตรง

relatives = ญาติ

domicile of origin = ภูมิลำเนาเดิม

๕. การแนะนำคนไข้เก่า:

Ex: (1) Hand in the hospital card to the staff at the screening window no.6

(2) Confirm your Health Insurance Status.

(3) Wait for your hospital card.

(4) We will call you by name/ number.

(5) See the doctor at a specific department recommended by the screening staff.

๖. การจ่ายเงิน (Payment):

(1) When your examination finishes, you will get a prescription.

(2) Please submit Today's prescription to the billing/ cashier/finance window.

(3) Also show your health insurance card.
(Pay cash. Use credit card.)

(4) You will be get an accounting ticket.

(5) The digital board will indicate that your bill is ready for the payment by the automatic payment machine.

(6) Please pick up your medicine at dispensing pharmacy.

Scene 1:

For First-Time Patients.

Staff: Good morning. Let me help you into the wheelchair.

Patient: Thank you. That's very kind of you.

Staff: Is there anything I can do for you?

Patient: Yes, please. I would like to see a doctor.

Staff: Is this your first visit to our hospital?

Patient: Yes, it is.

Staff: Please go to register first. It's over there.

Patient: Thank you.

Staff: You're welcome.

Grammar focus:

Let me + v.1..... . ขอให้ฉัน..... .

Is there anything.....? มีเรื่องอะไรบ้าง..... .

would like to + v.1... . อยากจะ..... .

Word focus:

register (v.) ลงทะเบียน over there ที่ตรงนั้น

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Scene 2:

For First-Time Patients.

Staff: Good morning. May I help you?

Patient: Yes, I would like to see a doctor please.

Staff: Is this your first visit?

Patient: Yes, it is. This is my first time at the hospital.
I would like to have a patient card.

Staff: Please fill out your information on this form.

Do you have health insurance? มีประกันสุขภาพไหมคะ

Patient: Yes, I do.

Staff: Do you have any allergies?

Patient: No, I don't. I'm here today because I have a ringing
sound in my right ear. /I have diarrhea. / I have vertigo./

Staff: Please take a seat and wait for calling your name.

กรุณานั่งรอนจนกว่าจะเรียกชื่อนะคะ

-later- ในเวลาต่อมา

Staff: The doctor is ready to see you now. หมอพร้อมพบคุณแล้วคะ

Please come with the nurse. She will take you to see a
doctor in the EENT department. กรุณาไปกับพยาบาลนะคะ จะพาไป
พบหมอแผนกตาหูจมูคอ ค่ะ

Scene 3: at the cashier/ finance window.

Staff: That's going to be 500 baht for today's visit.

Patient: Really? I didn't think it would be that much.

จริงหรือครับ ผมไม่คิดว่าจะมากมายขนาดนั้น

Staff: I know but it's a common cost.

รู้ว่าคุณรู้สึกอย่างไร แต่นี้เป็นราคาปกติ

Patient: I see. Well, I will pay with cash.

เข้าใจครับ เอาละ ผมจะจ่ายเงินสดครับ

Word focus:

registration – การลงทะเบียน first visit – มาหาหมอครั้งแรก

fill in, fill out – กรอกแบบฟอร์ม allergy – การแพ้อาหาร แพ้ยา

health insurance, medical insurance – ประกันสุขภาพ

ringing in the ear – มีเสียงในหู diarrhea – ท้องเสีย ท้องร่วง

vertigo – อาการหน้ามืด เวียนศีรษะซึ่งเกิดจากร่างกายขาดการสมดุล

EENT – eyes ears nose throat department แผนกตาหูจมูคอ

At the reception and registration: Telephone call

๗. การติดต่อทางโทรศัพท์ (Telephone call):

๗.๑ หลัก ๗ ข้อ การรับโทรศัพท์ของ จนท. โรงพยาบาล
(7 rules for hospital staff):

The behavior of your medical office staff on inbound and outbound calls can have a positive or negative impact on your business. Whether a receptionist is scheduling an appointment or a nurse is answering a question, excellent phone etiquette and customer service is required to prevent any spread of negative word-of-mouth advertising.

Follow these 7 rules of etiquette when dealing with patients, patients' relative, and others on the phone.

1. Answer inbound calls as quickly as possible -- before the third ring -- to prevent a caller from thinking the hospital is understaffed. Too many rings are unnecessary irritations in waiting patients and can create a negative hospital atmosphere. Impress upon all staff that everyone in the office should assist with this issue.
2. Greet callers in a friendly, professional manner with the office and staff's name:
"Good afternoon, **Sirikit Hospital**, this is Anong speaking."
"How can I help you?"

Smile during every call, as smiling can naturally improve the voice to make it seem more energetic and friendly.
3. Speak in a low tone using moderate volume and speed to convey words in a clear, understandable way. Raise tone or volume to emphasize a point or clarify as the situation dictates. For example, a staff might raise the volume of his or her voice for an elderly patient who asks him or her to speak up.

4. Ask a caller's permission to place him or her on hold if necessary. For example, after the greeting and determining the caller's name, a staff might say:

"Mrs. Anderson, I'm assisting a patient on the other line. May I please place you on a brief hold? (waits for answer) Thank you. Please hold."

5. Use nontechnical language instead of medical terms and abbreviations, as a caller or call receiver might not understand medical terminology. If use of a medical term, phrase or abbreviation is necessary, ask staff members to offer a definition in context to clarify meaning.
6. Listen to the caller or call receiver attentively to determine the best way to assist and to show interest and concern. Advise staff members to take notes while listening, wait for the caller to finish speaking and repeat key points or ask questions to clarify the caller or receiver's statements.
7. Close the call in a friendly, professional way instead of simply hanging up:
"Thank you. I will make certain the doctor gets your message. Goodbye."
or
"Mr. Smith, Is there anything else I can help you with? (waits for answer) You're welcome. Thank you for calling and have a nice day."

At the reception and registration: Telephone call

๗.๒ คำพูดโทรศัพท์ (Telephone phrases & sentences):

Here are some common phrases and sentences we can use when speaking on the telephone. The informal phrases are mostly for family and friends. The formal phrases are for business and official calls and for calls to important people.

1. Answering the phone (informal).

Hello. Mathew.

Hi, Jody. How are you?

Hey, Justin. What's up?

2. Answering the phone (formal).

Hello, Nida speaking.

Nida speaking.

Who's calling, please? (caller unknown)

Sirikit Hospital. Nida speaking. What can I do for you?

Sirikit Hospital. May I know who's calling, please? (caller unknown)

3. Introducing yourself.

Hey, George. It's Lisa calling. (informal)

Hello, this is James Winster calling.

Hi. It's Anna from the dentist's office here. (informal)

Hello George. This is Nida calling from *Sirikit Hospital*.

4. Asking to speak with someone.

Hi. Is Michael there? (informal)

Can you put Michael on? (informal)

Can I talk to Joseph? Tell him Nida's calling. (informal)

May I speak to Mr. Gilbert in the supply department, please?

Good morning. Is Mr. Martins available, please?

5. Connecting someone.

Hang on a moment. I'll see if she's in. (informal)

One moment please. I'll see if he's available.

Hold the line please. I'll put you through in a moment.

Please hold while I put you through to the Dental department.

All of our staff are busy at this time. Please hold for the next available person.

At the reception and registration: Telephone call

6. Making a request.

Could you please repeat that?

Would you mind spelling that for me?

Could you speak up a little, please?

Can you speak a little slower, please?
My English isn't very good. I'm afraid.

Could you let me know when she'll be in the office, please?

Would you mind calling back in an hour?
I'm in a meeting just now.

Can you call again? I think we have a bad connection.

Please hold for just a minute. I have another call.

Please don't call this number again.

7. Taking a message.

Can I take a message?

Would you like to leave a message?

Nida's not in. I can tell her you called if you like. (informal)
That's okay. I'll call her later. (informal)

I'm sorry, but Nida's not here at the moment.
Can I take a message?

I'm afraid he's stepped out.
Would you like to leave a message?

She's busy right now.
Would you like her to return your call?

He's in a meeting at the moment.
Can he call you back when he's free?

Fine. I'll let him know you called.

I'll make sure she gets your message.

8. Leaving a message.

Can I leave a message?

Would you mind giving her a message?

Would it be possible to leave a message?

Could you tell her John called?

Could you ask him to call Peter when he gets in?

I don't think he has my number.
Do you have a pen handy?

Thanks. It's Brown Jones and my number is 0 8615 42405.

9. Confirming a message.

Let me repeat that just to make sure. It's Brown Jones at 0 8615 42405?

Was that 27 Silom Street, Apartment 34?

I'll make sure he gets the message.

It's Matt, right? And you won't be at the club until midnight. (informal)

Okay, got it. I'll let him know. (informal)

At the reception and registration: Telephone call

10. Answering machine and voicemail phrases.

Hey, Joe here. What's up? Let me know after the tone, OK? (informal)

Hi, this is Roy. I'm sorry I can't take your call right now, but if you leave a message after the tone I'll get back to you as soon as I can.

You've reached 0 8615 42405. Please leave a message after the tone. Thank you.

You have reached James Watkins, your guide to Medical Instrument Technology. Unfortunately, I can't take your call right now, but if you leave me a message and include your name and telephone number, I'll get back to you as soon as I can. You can contact me via email at medinstru@XYZ.com. Thank you for calling.

11. Leaving an answering machine or voicemail message.

Hey Mike. It's Nancy. Call me, OK? (informal)

Hello, this is Joe calling. Could you please return my call as soon as possible. My number is 0 234 5789. Thank you.

Hi Andrew. This is Anong from the Sirikit hospital's office calling. I just want to let you know that you're due for a check-up this month. Please call us to make an appointment at your earliest convenience.

12. Ending a conversation.

Well, I guess I'd better get going. Talk again soon, OK? (informal)

Thanks for calling. Bye for now. I have to let you go now.

I have another call coming through. I'd better run.

I'm afraid that's my other line.

I'll talk to you again soon. Bye Jacks.

Scene 4: Making an appoint.

Staff: This is Sirikit Hospital. May I help you?

Patient: My company wants me to have a chest x-ray.

Staff: Have you been here before?

Patient: No, I haven't.

Staff: When would you like to come?

Patient: At 0900 o'clock.

Staff: Do you know where our hospital is?

Patient: Yes, I do. Thank you.

Staff: May I have your name, please? I will contact the X-ray Department for you.

Patient: Yes. My name is Robert Fames.

Staff: Please spell it for me.

Patient: R-O-B-E-R-T F-A-M-E-S. Alright?

Staff: Mr. Fames, I confirm your appointment tomorrow morning at 0900 o'clock at the X-ray Department.

Patient: Thank you.

Staff: You're welcome.
