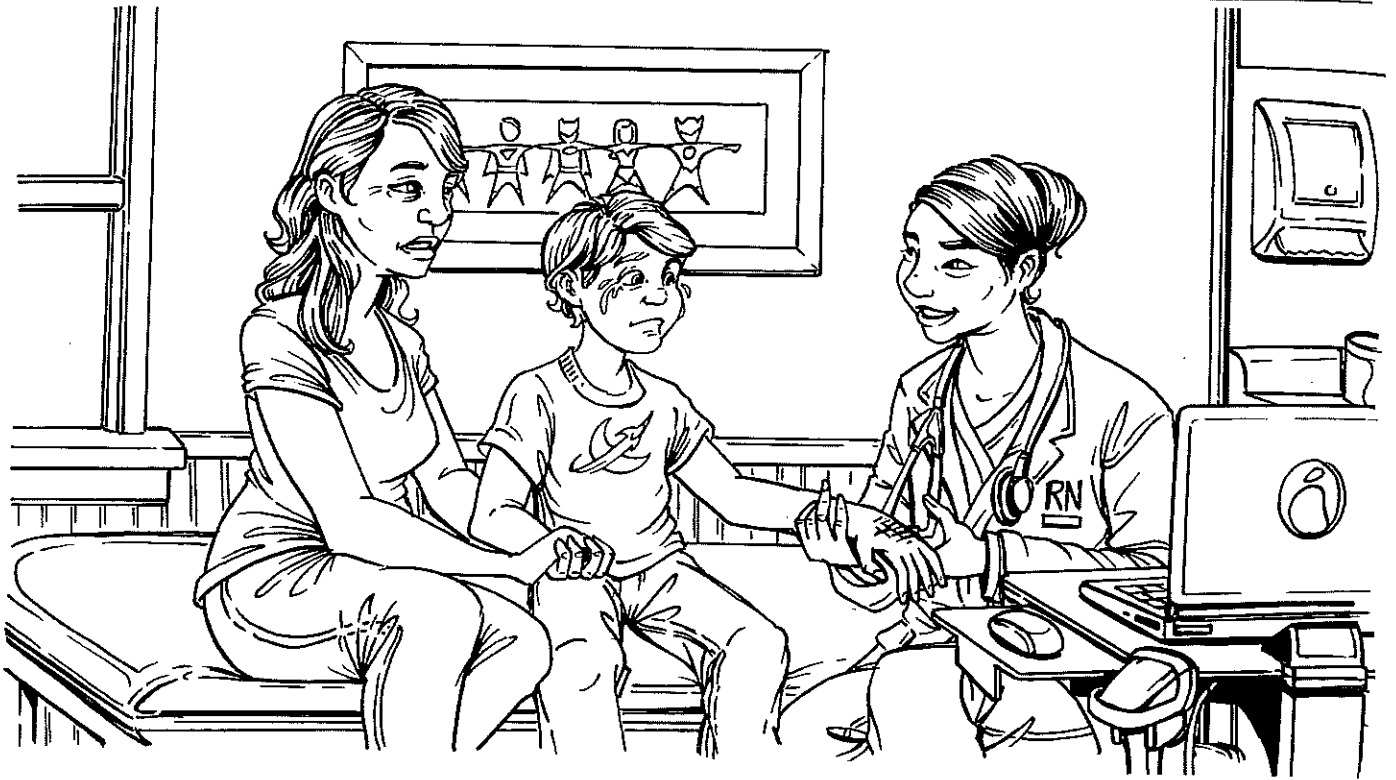


## UNIT 12



### To Your Health!

- ▶ Look at the picture. What is the nurse doing?
- ▶ Look at the title. What is good health?

- 1 Jada is a **registered nurse** (RN). She works in a **community health clinic**. A doctor supervises her work.
- 2 Jada treats mothers, fathers, and children. Some patients are old. Some are **poor**. Some are homeless. Some patients have no medical insurance.
- 3 People come to the clinic with all kinds of medical problems. Some have an illness like a cold or the **flu**. Some have high **blood pressure** or **diabetes**. Jada listens to her patients. She helps them.
- 4 First Jada checks a patient's **vital signs**. She checks the patient's temperature, blood pressure, and **pulse rate**. Then Jada talks with each patient. She types notes in the patient's chart. Then the doctor **diagnoses** the illness and **prescribes** medicine.

5 Jada answers patients' questions about medicine. She also talks about healthy eating and exercise. She teaches patients how to stay healthy.

6 Why does Jada work in a community clinic? She likes working with different kinds of people. She likes to be flexible. Jada also likes helping people in her community.

7 "Health problems are everyone's problem," Jada says. "Good health is a **team effort**. At this clinic, we don't just take care of patients. We work with families. We help the community. When everyone works together, we are all healthier."



## Check Your Understanding

Answer the questions. Talk with a partner

1. What is Jada's job? \_\_\_\_\_
2. Where does she work? \_\_\_\_\_
3. Who is Jada's supervisor? \_\_\_\_\_
4. According to paragraph 2, name three types of patients Jada sees.  
\_\_\_\_\_
5. Look at paragraph 2. What is another word for a person who has little money?  
\_\_\_\_\_
6. Look at paragraph 2. What is another word for a person with no home? \_\_\_\_\_
7. Who diagnoses the patient's illness? \_\_\_\_\_
8. Look at paragraph 5. What does Jada answer questions about?  
\_\_\_\_\_
9. What does Jada talk about with patients? \_\_\_\_\_
10. Look at paragraph 8. Why does Jada say, "Good health is a team effort?"  
\_\_\_\_\_

## Vocabulary Building

Circle the word or phrase that means the same as the vocabulary word(s). Talk about your answers with a partner.

1. Jada is a *registered nurse*.
  - a. doctor
  - b. nurse who treats patients with medical problems
2. She works in a *community health clinic*.
  - a. neighborhood health center
  - b. office
3. Some people are *poor*.
  - a. They are busy.
  - b. They have no money.
4. Some have an illness like a cold or the *flu*.
  - a. diabetes
  - b. illness with fever and body aches
5. Some patients have *diabetes*.
  - a. back problems
  - b. illness from too much sugar in the blood
6. Jada checks a patient's *vital signs*.
  - a. temperature, blood pressure, and pulse rate
  - b. doctor
7. She checks the patient's *pulse rate*.
  - a. number of heartbeats in one minute
  - b. temperature
8. The doctor *diagnoses* medical problems.
  - a. identifies
  - b. bills
9. The doctor *prescribes* medicine.
  - a. sells
  - b. tells a patient to take
10. Good health is a *team effort*.
  - a. group of people working together
  - b. one person working alone

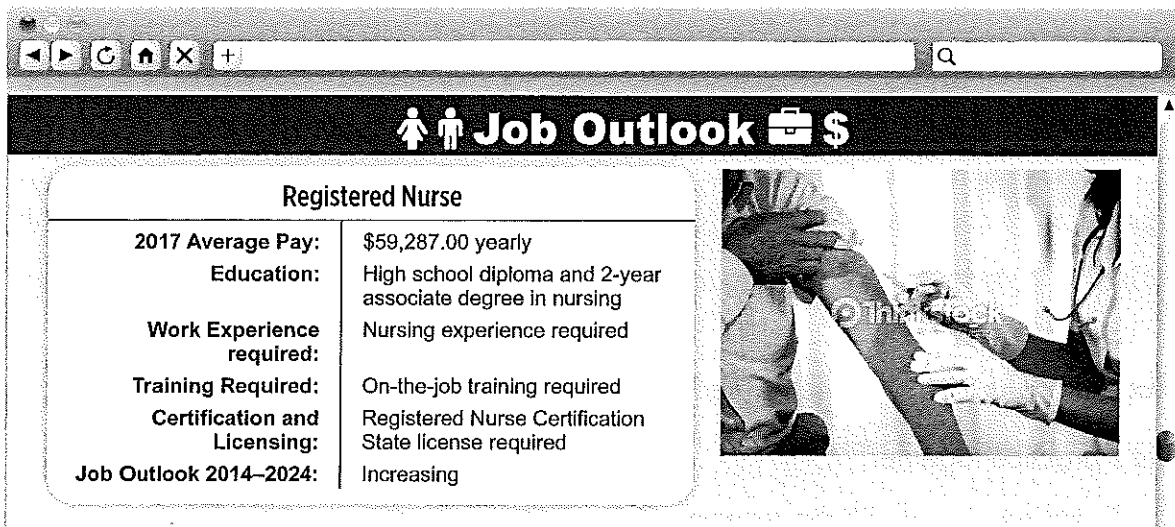
## Story Retell

Talk with a partner. Answer the questions. Retell the story.

- Who is the story about?
- What is her job?
- What does she do at work?
- Does she work by herself, or under supervision?
- What does she like about her job?
- What does she mean when she says, "Health problems are everyone's problems"?

## Read About Work: Job Outlook for Registered Nurse

A *job outlook* tells you about the demand for that job in the future. Will more people be hired for the job in the next few years? Read the information about registered nurse jobs below. Answer the questions.



The screenshot shows a web browser window with a search bar and navigation icons. The page title is "Job Outlook" with a person icon and a dollar sign. The main content is titled "Registered Nurse" and contains a table with the following information:

Registered Nurse	
2017 Average Pay:	\$59,287.00 yearly
Education:	High school diploma and 2-year associate degree in nursing
Work Experience required:	Nursing experience required
Training Required:	On-the-job training required
Certification and Licensing:	Registered Nurse Certification State license required
Job Outlook 2014–2024:	Increasing

To the right of the table is a photograph of a nurse in a white coat and stethoscope examining a patient's arm.

- What is the average pay of a registered nurse? \_\_\_\_\_
- What education is required to be a registered nurse?  
\_\_\_\_\_
- Is a license required? \_\_\_\_\_
- Look at the Job Outlook for 2014–2024. Will there be more jobs for registered nurses in the future? \_\_\_\_\_



## Talk About Work: Adapting to Change

Practice the dialog with a partner.

**Jose:** Can you help me? My company got a new computer system. I don't understand it. I'm afraid I'll lose my job!

**Liz:** Can you take a computer training class?

**Jose:** Yes. I asked my supervisor. A new class begins next week.

**Liz:** Take the class. It will help you feel more comfortable with the new computer system.

**Jose:** You're right. I'm sure I can learn the system. I just need some training. Thanks!



## Role Play: Changing Technology

Practice the dialog with a partner.

**Student A:** You have been a medical receptionist for 10 years. The phone system on your job is changing. You don't like learning new things.

**Student B:** You're the technology expert at work. You are training the receptionist on the new phone system. You make suggestions. You use the language below.

- Read the information in the new phone guide. Circle anything you don't understand.
- Let's practice together:
  - ◇ To answer a call, lift the receiver.
  - ◇ To **disconnect** a call, put down the receiver.
  - ◇ To make a call outside the medical office, press 9.
  - ◇ To transfer a call to the nurse, press 7.
  - ◇ If you need to talk with the doctor directly, press 215.
  - ◇ To transfer a call to the doctor, press 4.

# Read About Work: Be Flexible!

Read about workplace flexibility.

In the 21st century, employers are looking for workers who are flexible.

Here are some examples of workers who are flexible:

- An employee who can work late
- A mechanic who can repair different types of cars
- A customer service representative who is patient with older customers
- A teacher who can work with students from different countries

A flexible worker says: "I'll do what you need me to do."

## Team Talk

Talk with your teammates. Why is being flexible at work important?

## Critical Thinking: Flexibility Inventory

Check (✓) the ways you can be flexible.

Question	Yes	No
1. Can you work late?		
2. Can you work overtime?		
3. Can you work on weekends?		
4. Do you want to learn new work skills?		
5. Do you want to learn computer skills?		

## Talk and Write About Being Flexible

Talk with a partner. Write about what it means to be flexible.

Being flexible can mean different things on different jobs. Think about a job you would like to have. What would it mean to be flexible on that job? Write about being flexible on the job.

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8. Fruits and vegetables are produce.
9. Their sign says: "We sell what we grow. We grow healthy food."
10. Customers like to buy fresh organic fruits and vegetables from Tamas and Kati.

### Vocabulary Building, p. 70

- |      |      |       |
|------|------|-------|
| 1. a | 5. a | 9. b  |
| 2. a | 6. b | 10. b |
| 3. a | 7. a |       |
| 4. b | 8. a |       |

### Story Retell, p. 71

- |      |      |      |
|------|------|------|
| 1. c | 3. b | 5. a |
| 2. e | 4. d |      |

### Critical Thinking: Comparing, p. 73

	Farm Work	Office Work
1. Use a computer to research information.	✓	✓
2. Send an email.	✓	✓
3. Work outside.	✓	
4. Work inside.		✓
5. Plant seeds in the ground.	✓	
6. Drive a tractor.	✓	
7. Read a report.	✓	✓
8. Work in a team.	✓	✓
9. Raise animals.	✓	
10. Read a memo.		✓
11. Learn something new about the job.	✓	✓

## Unit 11: Pay the Bills

### Check Your Understanding, p. 75

1. Bao works in Dr. Perry's office.
2. According to paragraph 1, Bao is a medical biller.
3. She reads a patient's medical chart to get billing information.
4. Bao changes a patient's medical problems into medical billing codes.
5. According to paragraph 3, a medical billing code is a number that represents a medical problem.

6. According to the story, Bao emails the bills to the insurance company.
7. Bao waits 45 days before calling the insurance company.
8. Bao learned medical billing at a community college.
9. She studied billing codes, medical terminology, and health insurance in school.
10. Bao is a Certified Professional Biller.

### Vocabulary Building, p. 76

- |      |      |      |
|------|------|------|
| 1. b | 4. b | 7. a |
| 2. a | 5. a | 8. b |
| 3. a | 6. b |      |

### Story Retell, p. 76

- a. Bao
- b. medical biller
- c. reads patient charts, changes the medical problems into medical billing codes, bills insurance companies, calls insurance companies
- d. She studied billing codes, medical terminology, and health insurance in college.
- e. She studied for two years to be a Certified Professional Biller.

### Read About Work: Medical Billing Clerk Job Description, p. 78

1. Medical Billing Clerk
2. Full time
3. \$16.00–20.00 per hour
4. Answers questions from patients and insurance companies, submits bills to insurance companies
5. High school diploma and 2-year Certificate in Medical Billing
6. excellent people skills, knowledge of medical terminology, excellent communication skills, computer skills, experience working with electronic medical records, excellent problem-solving skills

## Unit 12: To Your Health

### Check Your Understanding, p. 81

1. Jada is a registered nurse.
2. She works in a community health clinic.

3. A doctor supervises her work.
4. According to paragraph 2, she sees mothers, fathers, and children. She sees old, poor, and homeless patients.
5. poor
6. homeless
7. The doctor diagnoses the illness.
8. Jada answers patients' questions about medicine.
9. She talks with patients about healthy eating and exercise.
10. Jada and the doctor work together with patients and their families. They educate the community about health problems.

### Vocabulary Building, p. 82

- |      |      |       |
|------|------|-------|
| 1. b | 5. b | 9. b  |
| 2. a | 6. a | 10. a |
| 3. b | 7. a |       |
| 4. b | 8. a |       |

### Story Retell, p. 83

- a. Jada
- b. registered nurse
- c. Jada takes vital signs. She talks with the patients. She types notes in the patient's chart.
- d. A doctor supervises her work.
- e. She likes working with different kinds of people. She likes working with families and community members. She likes to be flexible.
- f. Jada says, "When everyone works together, we are all healthier."

### Read About Work: Job Outlook for Registered Nurse, p. 83

1. \$59,287.00 yearly
2. A high school diploma and 2-year associate degree in nursing (ADN) are required.
3. Yes
4. Yes



**dangerous chemicals** – chemicals not safe to eat, drink, or breathe

**drip** – falling in drops, like water

**farm** – land for growing fruits and vegetables

**farmers** – people who grow food

**farmers market** – place where farmers sell the food they grow

**hobbies** – things people do for fun

**immigrants** – people who moved from another country

**lifelong learning** – learning new things as you get older

**organic** – grown with no dangerous chemicals

**organic farmers** – people who grow food without dangerous chemicals

**prepare** – make

**produce** – fruits and vegetables

**proud** – happy about something you have done

**real estate** – selling houses and land

## **Unit 11: Pay the Bills**

**pp. 74–79**

**accurate** – correct

**accuracy** – having no mistakes

**biller** – person who sends bills

**billing codes** – numbers that represent medical problems

**bills** – lists of medical codes and prices

**corrected** – fixed

**electronic** – on the computer

**medical chart** – record of medical problems

**medical terminology** – health words

**notes** – short pieces of writing

**represents** – stands for

**revise** – change

**treat** – take care of

## **Unit 12: To Your Health!**

**pp. 80–85**

**blood pressure** – pressure of blood in the body

**community health clinic** – neighborhood health center

**diabetes** – illness from too much sugar in the blood

**diagnoses** – identifies

**disconnect** – hang up

**flu** – illness with fever and body aches

**outlook** – the way things will be in the future

**poor** – having no money

**prescribes** – tells a patient to take

**pulse rate** – number of heartbeats in one minute

**registered nurse (RN)** – nurse who treats patients with medical problems

**team effort** – group of people working together

**vital signs** – temperature, blood pressure, and pulse rate