

Topic: Health

(Original plan developed by April 2010 Community Orientation Skills Development Workshop participants in Ft. Wayne, IN, and further developed by the Cultural Orientation Resource Center)

Activity: Making a Doctor's Appointment

Objective

To assist participants in learning how to make a doctor's appointment, and to increase their comfort with the use of a telephone.

Note: This activity is meant to be one of a series in assisting participants in learning essential skills.

Lesson Time

1½ hour session (to be reviewed and supplemented during later sessions)

Materials

- Business cards for doctors (with sufficient information to make appointments: name, number, email, address, etc.)
- 2 telephones
- Interpreter
- Medicare cards and identification cards of participants

Practice

1. Discuss the importance of making appointments to see a doctor in the United States.
2. Explain the steps to calling the doctor's office and making a doctor's appointment to participants. Have participants explain these steps back to you in their own words. Reiterate the pronunciation of names and words as necessary and have participants repeat words back to you.
3. Distribute business cards for doctors to participants. Help participants identify the name, phone number, and address of the doctor.
4. The facilitator acts as the receptionist at the doctor's office and sits near one phone. One volunteer sits by another phone, and the interpreter sits near the volunteer. The volunteer has with her/him their Medicare card and identification card, and the doctor's card.
5. The volunteer identifies the phone number on the doctor's office card and "calls" to make an appointment, practicing proper and polite greetings at the beginning of the phone call. Using the interpreter as needed, the volunteer gives a reason for the appointment, and then documents the date and time of the appointment.
6. As a large group, discuss how the call went. Have a few more volunteers practice and discuss what went well in each call, and how each call could be improved.
7. Collect the doctors' cards passed out, and encourage participants to get a card for their own doctor at their doctor's office.

Discussion Questions	<ul style="list-style-type: none"> • What are the essential steps to making a doctor’s appointment? • Why is this information important? • What do you need to know more about regarding calling a doctor and making an appointment? • What are 3 words, sentences, or phrases (in English) that will help you make doctor’s appointments?
Evaluation	<ul style="list-style-type: none"> • Survey participants in both English and their native language to find out how they feel about the topic and input for further classes. Take participants on a field trip to a doctor’s office to test skills. • At a later date, ask participants if they have made an appointment to see their doctor yet, and ask them how the call and the appointment went.
Cultural Notes	<p>Consider the background of participants. Some may not speak or read English; others may not be familiar with a Latin alphabet (such as English uses); others may not be literate in any language. Adjust expectations and activities accordingly.</p> <p>When asking participants if they understand, be aware that some may say “yes” to be polite. It is important to ask for more clarification or to ask participants to repeat themselves in their own words.</p>
Variations	<ol style="list-style-type: none"> 1. Try this with and without an interpreter. 2. If the client speaks English, do the activity once with an interpreter and then without the interpreter in English.