

LESSON 27

MAKING A TELEPHONE CALL

Hello, Mike, I have problem to make a telephone call. Could you help with some tips?

Sure, it is my pleasure. For example, if you're gonna make a call to the public health care clinic, you'd better to get ready your general personal information first.

What is the general personal information? Do you mean ID and OHIP?

Yes, that is right. And you ought to have your phone number, address ready as well. In case they will ask you such information and you may get nervous due to you forget information necessary. You had better to prepare what you want to say to the nurse or to the auto phone answerer.

That is where the trouble I encountered.

Don't worry, easy does it! If you have prepared beforehand.

Usually, the clinic centre has an auto answering machine, you'll have to listen carefully, try not miss some important information.

What would the phone call answerer say? Can you tell me in details?

This is a problem. There is no certain answer list, but you might have the general pattern of it.

They will ask you to dial the extension number first, if you don't know the extension number you'll have to talk to the operator telling him/her what you intend to.

How can I get in touch with the operator?

Don't worry. You just listen carefully, the machine will ask you what 're gonna do, such as, make a appointment, please dial 1, consult doctor about the medication you are using, dial 2, It is really troublesome, to make it easy, you can dial 0 to talk to the operator. Zero is not always correct number to contact with the operator.

If I can't follow the auto operator, what can I do?

You may wait till the end, the auto operator will ask you to leave message. Then you leave your personal

information such as name, phone number, address and what you want to do, etcetera. The clinic will call back someday.

That is NOT easy! I wonder when the clinic will call me back.

Pandemic/epidemic

P 在广大区域流行，传染，世界传染

E 在某个区域爆发流行和传染

Question s and answers

- Have you ever called someone and experienced trouble?
- What did you experience when you called him?
- Did you leave any message in the end of the call?
- What did you leave to the answering machine when you are to leave your information?
- What are the most important information you should get ready before you're gonna call a clinic?
- Have you ever called the pharmacy for medication?
- What did you call the pharmacy for?
- If you have problem in calling the nurse in the pharmacy, what did you do?

- What is the best way to get your medication during the pandemic season?
- Tell us your problem in making a call?
- List words you know with “red”.

Blue

- Her eyes are piercingly blue.
- She looks blue.
- She is feeling blue.
- She was dressed in blue.
- He was beaten black and blue.
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