

# Unit 1 My career

## 1.1 Text

Figuur 1.1



### Health care in the Netherlands

The Dutch health care system [distinguishes] three levels of care. Firstly, [preventative care] which refers to a pattern of nursing and medical care that [focuses] on the prevention of disease and health [maintenance] and includes early diagnosis of disease, discovery and identification of people at risk of developing specific problems. [In addition], it offers [counselling] and other interventions to [avert] health problems. Common examples of preventative care are: screening tests, health education and [immunization] programs.

Secondly, primary health care is the basic level of health care that includes programs directed at the [promotion] of health, early diagnosis of disease or [disability] and prevention of disease. Primary health care is provided in a [facility] for a [limited] number of [ambulatory] patients, often those living in a particular geographic area. It includes [continuing] health care, as provided by specially trained nurses.

Thirdly, secondary health care refers to the [intermediate] level of health care that includes diagnosis and treatment, [performed] in a hospital having specialized [equipment] and laboratory facilities. Secondary health care is provided to a larger group of people from a larger geographic area than those served by primary care.

- [General practitioners] or GP's, dentists and pharmacists or chemists and their assistants are part of the primary health care system. People who need help from either of these three usually live at home and are able to visit these health professionals at their workplace.
- 20 According to Dutch [law] everyone must be [covered] by [adequate] [medical insurance].
- The Dutch government does not accept any [responsibility] in the case of illness or [hospitalization]. Dutch health insurance usually covers the costs of a hospital [admission], medical treatment, medicine, and visits to a GP or specialist. As of January
- 25 2006, a new insurance system [came into force] in the Netherlands. The new system is a private health insurance with social conditions. The [Health Insurance Act] provides for an [income-related] [contribution] to be paid by the insured.

Based on: Mosby's Medical, Nursing & Allied Health Dictionary, Fourth Edition; Ministerie van VWS.

### Questions about the text

1. *distinguishes* in line 1 means (*betekent*):
  - a. distracts
  - b. differentiates
  - c. denies
  - d. obtains
  
2. *maintenance* in line 3 means:
  - a. continuation
  - b. neglect
  - c. prevention
  - d. disruption
  
3. *to avert* in line 5 means:
  - a. wait for
  - b. deal with
  - c. ask for
  - d. prevent
  
4. *disability* in line 9 refers to (*verwijst naar*):
  - a. unwillingness
  - b. capacity
  - c. complaint
  - d. physical incapacity
  
5. *ambulatory* in line 11 means:
  - a. able to walk
  - b. seriously ill
  - c. foreign
  - d. dental
  
6. *General practitioner* in line 17 means:
  - a. a specialist working in a hospital
  - b. a commander
  - c. a doctor working in the community
  - d. someone who is practical

7. usually in line 19 means:
- never
  - sometimes
  - occurring often
  - all the time
8. covered in line 21 means:
- financially protected
  - dealt with
  - disciplined
  - discovered
9. insurance in line 21/22 means:
- positive declaration
  - government
  - organization
  - the business providing insurance policies
10. to provide for in line 28 means:
- to look after
  - to arrange
  - to stimulate
  - to protect

## 1.2

### Listening Skills 1

Nicky (N), Sascha (S) and Liz (L) are all assistants working in different medical settings. Listen to the conversation they have when they meet for lunch.

N:	And Sascha, did you see anyone interesting in the morning?
S:	Well I did [actually], one lady came back for a wound check and when I had taken off the dressings and looked at it, it was all red and bloodstained. When I asked her what had happened to it, she said she gave it a good clean before she came to see us! 'I don't want you to think I'm a filthy old woman who cannot look after herself', she said.
L:	She didn't! Poor woman, that must have been so painful. But I must say it is hard sometimes to make sure people understand what you mean.
N:	Yeah, but you only have to tell them how to brush their teeth, don't you?
L:	Well it can be much more [complex] in cases where people are suffering from gingivitis for example. When people are not in pain they often think they don't have to do anything.
N:	Yes, I [suppose so]. We had this man in the other day who simply took his sock off and showed us a big black toe. 'Any advice for this?' he asked. So we told him he'd better go and see his GP first. [Turns out] he's a [diabetic] and all! [Surely] they should know better.
L:	Well it [surprises] me all the time how many things people forget after you've told them even dozens of times. Even important life-saving measures do not always [stick].
S:	It's easy for us to think so [though]. We are [dealing with] medical [subjects] all day and if I had not been working here I wouldn't want to know all the details of every disorder.

N: But I'm not talking about details. I mean simply being aware of specific complaints or symptoms that are [characteristic] for a specific disease. Well, [never mind]. I can get all worked up about these things which I shouldn't. I'd better be off to finish my [paper-work]. See you later.

L: Yes, I'm [off] too, bye.

S: See you both later.

## IDIOMS

### Vertaal de volgende woorden uit de conversatie.

1. verbandmateriaal	-
2. bloederig	-
3. vies	-
4. tandvleesontsteking	-
5. huisarts	-
6. dozijn	-
7. maatregelen	-
8. aandoening	-
9. zich bewust zijn van	-
10. klachten	-
11. zich boos maken	-

## 1.3

### Qualifications: Medical Assistants

#### Research

This book deals with three types of assistants working in a medical setting namely:

- 1 **pharmacist's assistant** or **chemist's assistant** (Britain): which refers to the Dutch *apothekersassistent* or AA;
- 2 **practice nurse** or **medical receptionist**: which refers to the Dutch *doktersassistent* or DA;
- 3 **dental assistant** or **dental nurse**: which refers to the Dutch *tandartsassistent* or TA.

These assistants will be trained from the year 2000 onwards. Their qualifications are based on [professional profiles] that were drawn up in 1998 and renewed for 2006-2007. The qualification level of all these assistants is **four** and the period of training usually three years. Below you can find a summary of the main tasks and responsibilities of each assistant.

#### 1.3.1

##### Pharmacist's assistant or chemist's assistant

###### Main tasks:

- 1 Deal with [prescriptions].
- 2 Prepare medicines.
- 3 Provide education and information.
- 4 [Stock control] and logistics.

### 1.3.2

#### Practice nurse or medical receptionist

##### Main tasks:

- 1 [Register] patients.
- 2 Provide education and information.
- 3 Carry out medical technical duties.
- 4 Organize work processes and [record] information.

### 1.3.3

#### Dental assistant or dental nurse

##### Main tasks:

- 1 Receive and introduce clients.
- 2 Provide education and information.
- 3 Assist with dental treatment.
- 4 Carry out actions around dental care.
- 5 Organize work processes.

Bron: *Kwalificatieprofielen assisterenden gezondheidszorg 2006-2007.*

## 1.4

### Grammar

#### The Simple Present Tense

De *Simple Present Tense* (tegenwoordige tijd) wordt gebruikt als:

<b>1. Iets in het heden gebeurt.</b>		
Today she goes to Mrs Johnson.	-	Vandaag gaat ze naar Mevrouw Johnson.
The old man takes his medication.	-	De oude man neemt zijn medicijnen in.
<b>2. Iets herhaaldelijk of volgens een schema gebeurt.</b>		
We always give sound advise.	-	We geven altijd degelijk advies.
Every day the chemist opens at 8 am.	-	De apotheek gaat elke dag om 8 uur open.
<b>3. Het om een feit gaat.</b>		
Water freezes at zero degrees Celsius.	-	Water bevriest bij nul graden Celsius.
This patient lives in a nursing home.	-	Deze patiënt woont in een verpleeghuis.
De Present Tense wordt gevormd door het hele werkwoord.		
<b>Bijvoorbeeld:</b>		
I work as a dental assistant.	-	Ik werk als tandartsassistente.

Na **he, she** of **it** krijg je het **hele werkwoord + -(e)s**.

**Bijvoorbeeld:**

David checks his stock in the morning. - 's Morgens controleert David zijn voorraad.

**LET OP:**

Na werkwoorden die eindigen op een s-klank krijg je **-es**.

Dus: She catches, he presses, et cetera.

**LET OP:**

Na werkwoorden die eindigen op medeklinker en -y krijg je **-ies** en de -y valt weg.

Dus: She supplies, he flies, et cetera.

**Exercise**

**THE SIMPLE PRESENT TENSE**

Zet het woord tussen haakjes in de goede vorm.

- 1 He usually \_\_\_\_\_ the [prescription] first. (check)
- 2 The GP and her family \_\_\_\_\_ in the country. (live)
- 3 Every day I \_\_\_\_\_ at 8.30 am. (come in)
- 4 Peter always \_\_\_\_\_ tea for the doctors. (make)
- 5 Petry \_\_\_\_\_ the patients with medication. (supply)
- 6 He \_\_\_\_\_ free advice. (offer)
- 7 The child \_\_\_\_\_ her teeth every night. (brush)
- 8 Every night Hank \_\_\_\_\_ the practice. (clean)
- 9 Eve \_\_\_\_\_ her colleagues very much. (like)
- 10 The dentist carefully \_\_\_\_\_ the tooth. (fill)
- 11 Aisha \_\_\_\_\_ the patient to calm down. (tell)
- 12 My arm really \_\_\_\_\_. (hurt)
- 13 The patient \_\_\_\_\_ about a sore throat. (complain)
- 14 Every day at 1 pm all nurses \_\_\_\_\_ a cup of coffee. (have)
- 15 April \_\_\_\_\_ very carefully. (work)

**1.5**

**Translation**

Vertaal de volgende zinnen.

- 1 Ze voert altijd haar taak uit.

\_\_\_\_\_

- 2 Elke maand beoordeelt hij de behoefte van de cliënt.

\_\_\_\_\_

- 3 Ze maakt thuis zijn medicijnen klaar.

\_\_\_\_\_

4 Ze geeft hem een schriftelijke instructie.

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5 Hij belt haar meestal om 12 uur.

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6 Ik werk vooral met jonge mensen.

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7 Zij geeft advies en uitleg.

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8 Ik kom uit Nederland.

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9 Ik spreek heel goed Engels.

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10 Ik solliciteer naar deze functie.

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## 1.6

### Conversation techniques

#### Speaking

##### Keeping the conversation going

**Aim (doel):** You would like to keep the conversation with your partner going for as long as possible.

**Instruction:** In pairs you take turns (om beurten) to start a conversation with an imaginary (verzonnen) patient. Choose a patient you will be likely to come across (tegenkomt) at your work. So if you are for example training to become a dental assistant imagine to be a patient with [toothache]. You can use the helpful phrases below. Make sure you understand everything your partner says and ask him or her to give more detailed information if you don't. Ask your partner to paraphrase (anders zeggen) the things you don't understand. Continue the conversation for as long as you can. When you have to paraphrase something you can use the expressions below. Swap (wisselen) roles after each conversation.

##### Helpful phrases

I really need ...	-	Ik heb ... echt nodig.
I have a terrible pain in my ...	-	Ik heb ontzettende pijn in mijn ...
I have been suffering from ...	-	Ik heb last van/lijd aan ...
Can you advice me on ...	-	Kunt u mij advies geven over ...
My baby is looking very ...	-	Mijn baby ziet er erg ... uit.
I don't know what to do about ...	-	Ik weet niet wat ik moet doen met ...
Where can I get more information about ...?	-	Waar kan ik meer informatie krijgen over ...?

Are there any medicines or treatment for ...?	-	Is er een medicijn of behandeling tegen ...?
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### Expressions for paraphrasing

What I mean to say is ...	-	Ik bedoel ...
What I am trying to explain to you is ...	-	Wat ik probeer uit te leggen is ...
Perhaps I should make that clearer by saying that ...	-	Misschien moet ik dat verduidelijken door erbij te vertellen dat ...
Let me think for a moment.	-	Laat me even nadenken.
Er, let me see, ...	-	Eh, even denken, ...
How shall I put it?	-	Hoe zal ik het zeggen?

### Exercise

Voer met behulp van de informatie uit 1.6 in tweetallen gesprekjes. Voor elk gesprek heb je tien minuten, hierna wissel je elkaar af.

## 1.7

### Prepositions

Vul een van deze voorzetsels (prepositions) in:

**for – with – in – up – by – at – on**

- 1 [Prepare] \_\_\_\_\_ treatment.
- 2 \_\_\_\_\_ case of an emergency.
- 3 Keep your records \_\_\_\_\_ to date.
- 4 Ask your pharmacist \_\_\_\_\_ a different medicine.
- 5 What's \_\_\_\_\_?
- 6 Assist \_\_\_\_\_ treatment.
- 7 He had a [throbbing] pain \_\_\_\_\_ his tooth.
- 8 Take a friend \_\_\_\_\_ you.
- 9 What will it do \_\_\_\_\_ me?
- 10 Changes \_\_\_\_\_ sleeping patterns.
- 11 Instructions \_\_\_\_\_ how to take the medicine.
- 12 I'm looking \_\_\_\_\_ the doctor.
- 13 To look \_\_\_\_\_ the wound.
- 14 That pharmacy is \_\_\_\_\_ the corner of the street.
- 15 Rich \_\_\_\_\_ [nutrients].
- 16 The doctor was held up \_\_\_\_\_ a patient.
- 17 Cut back \_\_\_\_\_ caffeine.
- 18 Drink \_\_\_\_\_ least two litres of water a day.
- 19 He couldn't [cope] \_\_\_\_\_ with the [side effects].
- 20 Signs to watch out \_\_\_\_\_.

## 1.8 Job Application

### Writing, research and speaking

When you apply for a job you need to write:

- a cv (curriculum vitae);
- a [letter of application].

#### CV

A cv tells in short about you, your work experience and qualifications. There is no [set format], but you may find it useful to include the following:

- personal [details];
- personal profile/[career history];
- [achievements];
- work history;
- training/[qualifications];
- interests/[spare time activities];
- references.

#### YOUR [LETTER OF APPLICATION]

It is important that your written work makes a good first [impression]. It may be the first contact a [busy] [employer] will have with you so:

- keep it clear and [readable];
- do not use too many words;
- mention your [skills] and talents clearly;
- say something about the skills [mentioned] in the [advert];
- be positive;
- explain why you are perfect for the job.

#### ADS

Bestudeer de personeelsadvertenties (= ads). Kies er één uit die een baan beschrijft die voor jou van toepassing is en waar je op zou kunnen solliciteren (job application: sollicitatie). Gebruik je woordenboek om de woorden uit de advertentie op te zoeken die je niet begrijpt. Maak van deze woorden een lijstje dat je kunt gebruiken bij de volgende oefeningen.

#### Practice nurse grade F/G

Required for 1-2 days per week in friendly, computerised practice in West Kensington.

Experience essential in childhood imms, travel vacs, cytology and family planning.

Flexibility an advantage.

CV to: Jane Jones, Elsham Road Surgery, 32 Elsham Road, London W 14 8 HB.

Enquiries on 0171 371 4068.

**DENTAL ASSISTANT**

Part-time position available in Middletown

Responsibilities:

- to support dentist in delivering primary dental care;
- prepare equipment and workplace for use;
- contribute to supportive atmosphere for dental patients.

Qualifications:

- HS/GED diploma;
- Graduate of accredited school of Dental Assisting or 2 yrs clinical dental experience in general dentistry certified in Dental Radiology by DANB;
- Interest in providing care to diverse patient population and commitment to preventative dental care.

**Pharmacy assistant**

Hours: Full Time, Regular (more than 30 hrs/wk, more than 6 months).

Job Description:

High school diploma or equivalent. 1 year experience as pharmacy assistant. Good communication skills. Some computer knowledge. Moderate lifting. Great deal of standing and walking. Ability to function in stressful situations. Registered in State of Illinois. Fill medication orders under the supervision of a pharmacist and to perform various other professional and non-professional pharmacy duties.

Job Benefits:

- Health Insurance
- Sick Leave
- Dental Insurance
- Child Care
- Holidays

**Opdracht 1**

Bestudeer eerst de voorbeeldbrief en schrijf dan je eigen cv en sollicitatiebrief. Kijk voor meer advertenties op het internet of in Engelstalige vaktijdschriften.

**Name**

**Address**

**Country**

**Phone +31**

**Date XXXX**

**Mrs T Black**

**15 North Avenue**

**City Health Centre**

**Newtown Blackshire**

**BLACKSHIRE BA1 5NE**

**Telephone 0121020066**

Dear Mrs Black,

I noticed your advert in the evening Standard in which you offer several posts for a dental nurse. I qualified as a dental nurse a year ago and would like to work at your Dental Practice.

I have some experience working with elderly people. You will find I can work very [accurately] and I am a very loyal and enthusiastic colleague.

I enclose a copy of my CV. As you can see in the reference enclosed I worked to the complete satisfaction of my employer in my last job.

I would be [available] to work full-time [including] evenings and weekends if required. I am available for interview [at your convenience] and can be contacted or a message left at my home telephone number.

I hope to hear from you soon.

Your sincerely,

Name XXX

Opdracht 2

Oefen nu in tweetallen een sollicitatiegesprek aan de hand van de advertentie die je hebt uitgekozen. Kies allebei een andere baan uit! Neem ongeveer tien minuten per gesprek en wissel elkaar dan af. Gebruik je cv dat je hebt gemaakt in de vorige oefening.

#### Bruikbare zinnen bij job application

I would like this job because ...	-	Ik zou deze baan graag willen hebben omdat ...
I would like to apply for this job because ...	-	Ik zou graag op deze baan willen solliciteren omdat ...
The good thing about this job is ...	-	Het leuke van deze baan is dat ....
I would be suitable for this job because ...	-	Ik zou geschikt zijn voor deze baan omdat ...
My good points are ...	-	Mijn sterke punten zijn ...
I can start on ...	-	Ik kan beginnen op ...

## 1.9 Grammar

### The Present Continuous Tense

De Continuous Tense (duurvorm) wordt gevormd door **to be + het werkwoord in de -ing-vorm**.

**Bijvoorbeeld:**

I	am waiting
He/she/it	is working
We/you/they	are going

**Deze vorm geeft aan dat:****1. iets aan de gang is en kort duurt.**

Are you <i>writing</i> the card?	-	Ben je de kaart aan het schrijven?
You are <i>working</i> hard today.	-	Je werkt hard vandaag.

**2. iets in de nabije toekomst gaat gebeuren. (Zie ook de Future Tense.)**

She <i>is coming</i> to our practice tonight.	-	Ze komt vanavond naar onze praktijk.
He <i>is having</i> an extraction tomorrow.	-	Morgen wordt zijn kies verwijderd.

**3. iets vaak gebeurt en een negatief gevoel oproept.**

Why <i>are you never helping</i> us?	-	Waarom help je ons nooit?
She <i>is always complaining</i> about pain.	-	Ze klaagt altijd over pijn.

**Exercise A****THE PRESENT CONTINUOUS TENSE**

Zet het woord tussen haakjes in de goede vorm.

- 1 You \_\_\_\_\_ hard today. (work)
- 2 I \_\_\_\_\_ home now. (go)
- 3 She \_\_\_\_\_ for a prescription. (wait)
- 4 I \_\_\_\_\_ always \_\_\_\_\_ things. (lose)
- 5 The children \_\_\_\_\_ a lot of noise. (make)
- 6 It \_\_\_\_\_ heavily. (rain)
- 7 Tom and Mark \_\_\_\_\_ quietly. (talk)
- 8 The patient \_\_\_\_\_ a magazine. (read)
- 9 She \_\_\_\_\_ to inject herself. (learn)
- 10 What \_\_\_\_\_ you \_\_\_\_\_ for? (wait)

**Exercise B****THE SIMPLE PRESENT TENSE OF THE PRESENT CONTINUOUS TENSE**

Zet het woord tussen haakjes in de goede vorm.

- 1 I am tired. I \_\_\_\_\_ \_\_\_\_\_ to bed now. (go)
- 2 Julie \_\_\_\_\_ German very well. (speak)
- 3 What time \_\_\_\_\_ the chemist's \_\_\_\_\_ (close)?
- 4 It \_\_\_\_\_ not \_\_\_\_\_ any more. (rain)
- 5 It \_\_\_\_\_ \_\_\_\_\_ cold. (get) Shall I turn the heat up?
- 6 How often \_\_\_\_\_ you \_\_\_\_\_ here? (work)
- 7 Vegetarians \_\_\_\_\_ \_\_\_\_\_ meat. (eat not)
- 8 When her husband \_\_\_\_\_ Japanese, his wife \_\_\_\_\_ \_\_\_\_\_ English.  
(learn)
- 9 I never \_\_\_\_\_ coffee. (drink)
- 10 The doctor \_\_\_\_\_ at 12.30 every day. (finish)

## 1.10 Research and Conversation

### Networking

Most jobs are gone before they have been [advertised]. How do people know about the jobs that are [available]? That's right - networking! Don't worry, networking isn't as difficult as it seems. In fact, most of us already [participate] in personal networking all the time. Ever asked your friends for a good [hairdresser] or [mechanic]? Well that is an example of networking.

If you want to know how to network, you should start with who you already know. Make a list of the people that you know now or knew before and write down their job or special [skills].

People you know	Name	Job - Skills
[neighbours]		
(school) friends		
[colleagues]		
business [owners]		
teachers		
parents or your friends		
other		

Now work in couples.

After completing the list compare your information with another student.

Discuss:

- Who can help you with your career?
- What people could [benefit from] each other?
- Who you would [recommend] to someone and why?

## 1.11 Speaking

### Presentation: improve the quality of your work

Figuur 1.2



A [number] of things have gone wrong at your work. You are [in charge of] a small team.

Your boss has asked you to work out and present a [solution] for the problem. You can choose the [topic] yourself. Examples are:

- [Inappropriate] behaviour of staff.
- Inappropriate behaviour of clients.
- [Lack of][safety measures].
- Nowhere to go with [complaints].
- Lack of support in the team.

Bereid een presentatie voor van ongeveer tien minuten. Vertel hierin:

- Wat het probleem is.
- Wat het gevolg is van het probleem.
- Wat de oplossing zou kunnen zijn.
- Welke rol het team hierbij heeft.

Zoek de woorden die je niet weet op in een woordenboek. Oefen de presentatie eerst in tweetallen en daarna in een grotere groep.

## 1.12 Reading and research

### Finding the right job

Choosing the right career isn't always easy. Do you like to work in a dental centre or is the general practice more your [cup of tea]? You should take the time to think about what [appeals] to you, but also [decide] which jobs [fit in] with your talents and [strengths]. After you have decided on your [career goals], do your research and find out what you need to do to get there.

The easiest thing to do is search the web for sites that offer free [career tests]. In these tests you will find questions like:

• Are you more [likely] to:	act before you think?
	think before you act?
• Do you live:	for what will be?
	for the moment?
• Do you trust:	what you can touch?
	what you 'know'?

After you have answered all the questions you will be given a result.

*Ga in tweetallen op zoek naar een Engelse website voor een beroepskeuzetest (career test). Vul de test alle twee in en bespreek daarna of je er iets aan hebt gehad en of je het eens bent met de uitslag. Als je het niet eens bent met de uitslag zou je nog een andere test kunnen doen en daarna de uitslagen vergelijken.*