



Language Support for Migrants *A Council of Europe Toolkit*

Tool 59 - Scenario: Using health services

Aim: To introduce some key expressions and information about relevant health services in the host country and enable migrants to talk about simple health problems.

Communicative situations

- Understand simple instructions such as those given by a nurse or doctor.
- Answer direct questions about their health.
- Ask for information about symptoms and treatment and understand the answer.

Materials

- A) Pictures of people, places, signs to do with the health services.
- B) Role-play cards.
- C) Example of mind map

Language activities

Activity 1

Elicit what learners already know about health services using a mind map (see the example in 'sample materials' below and Tool 35 – *Techniques to aid vocabulary learning* -page 2).

Write key words and expressions on cards (e.g.: first aid, doctor, hospital, Red Cross, pharmacy, medicine).

Activity 2

Use pictures like those at (A) to present some key signs related to healthcare (H, pharmacy, Red Cross, etc.).

Invite learners to:

- Note the key words on the signs.
- Read the same words in other pictures (e.g. a picture of a street with a pharmacy sign).
- Check understanding by asking learners to match words with pictures and symbols or signs, for example in a game of Memory.

Activity 3

Invite learners to draw a human figure in their notebooks.

Point to parts of your own leg and ask: "What's this called?" Continue with other examples.

Write the words on the board and ask the learners to copy them onto the human figure in their notebooks.

Activity 4

Use pictures showing different symptoms and relate these to parts of the body.

Show the group the cards and ask 'Where does he/she feel pain?'

Then, introduce some phrases about feeling well, ill or physical pain (e.g. "Today I'm fine", "I don't feel well", "I have a backache"), and ask learners for similar expressions in their own languages.

Activity 5

Give an example of a dialogue like the following (e.g. with a pharmacist):

A. Good morning.

B. Good morning, can I help you?

A. Yes, I have a backache.

B. Have you tried stretching exercises?

A. What do you mean?

B. Specific exercises for the back.

A. Yes, but they didn't help.

B. Right. I suggest you go to see the doctor.

A. Do you know when the doctor is available?

B. Every day, but on Wednesday and Friday only from 2 pm to 5 pm. You need to make an appointment.

Check comprehension, focusing especially on expressions used to ask for clarification. Then organise a role-play between learners: one has a card and another has a picture of the place where the interaction takes place. First, you take the role of the 'patient', then learners work in pairs. Allow time for preparation.

Sample materials

A) Sample signs related to health services



B) Sample role play cards



C) Example of a mind map

