

REAL VOCABULARY AT HOSPITAL SCRIPT

QUESTION / ANSWER: 911 emergency phone call

OPERATOR: 911 Operator. What is your emergency?

YOU: Hello, hello, my name is Thomas Anderson. I need help.

OPERATOR: Okay Mr. Anderson, where are you?

YOU: I live at 367 South Street.

OPERATOR: I didn't understand you. Take a deep breath, slow down, and tell me again. What address are you at?

YOU: Okay, 3-6-7-7 South Street.

OPERATOR: I understand. What's the problem?

YOU: My son started bleeding really severely.

OPERATOR: How old is your son Mr. Anderson?

YOU: He's 7, no... 8. He just turned 8 years old.

OPERATOR: Sr, where exactly is your son bleeding from?

YOU: His nose, from his nose.

OPERATOR: Do you know what caused it, the nosebleed?

YOU: Well, he has low blood pressure, so maybe he was dehydrated. Now, he's unconscious, just laying here on the bathroom floor...

OPERATOR: He's unconscious?

YOU: Yes, I think he passed out. Like I mentioned, he has low blood pressure. I got home, and he said he was nauseous, feeling like he was going to throw up. He said he had diarrhea all this afternoon, and then this happened.

OPERATOR: Okay, don't hang up. Stay on the phone with me, all right?

YOU: Okay.

OPERATOR: Look, is he breathing? I want you to go check his breathing for me and come back to the phone, ok? Come back when you're done. I'll be right here.

YOU: He's right here by my side. Yes, oh, now he's opening his eyes...

OPERATOR: Good, make sure he is not laying on his back. Do you see his chest rising, or feel or hear anything?

YOU: Yes, oh thank goodness.

OPERATOR: Sr, do we need to send an ambulance, or can you bring your son to emergency care?

YOU: No no, my wife just got home. We will bring him.

OPERATOR: To be clear, you do not need an ambulance or first-aid responders sent to you home address, is that correct?

YOU: Yes, that is correct. We will bring him to the hospital now. Thank you for your help.