

MEDICAL SECRETARY GLOSSARY



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THE PATIENT

I need to make an appointment to see the doctor.

I need to see the doctor immediately.

When is the doctor free?

I need to renew my prescription/I need a repeat prescription.

Do you think the doctor could see me today?

I need to make an appointment for my husband.

My child needs to come in for a check-up.

The doctor wants to see me again in two weeks' time.

Can I come today/tomorrow/next week/on Monday?

Can the doctor fit me in today?

I really need to see the doctor as soon as possible.

My child is sick.

EXPRESSING EMPATHY

I understand (completely).

I'm so sorry to hear that.

I see what you mean.

I understand how you feel.

That must be very difficult for you.

I can see how important this is for you.

This must be a very difficult time for you.

Please take your time.

Please tell me what happened.