

# Going to a Walk-In Clinic

In this lesson, you will learn useful vocabulary and expressions for going to a walk-in clinic. A walk-in clinic is a doctor's office where you don't need to make an appointment. You will practice being a patient and a receptionist.

## Pre-Reading

### A. Warm-Up Questions

1. When you are sick, do you visit a family doctor or go to a walk-in clinic?
2. How long does it take to get an appointment to see a doctor in your country?
3. What is the difference between a walk-in clinic and an emergency room?



### B. Vocabulary Preview

Match the words on the left to the correct meanings on the right.

- |                                   |  |
|-----------------------------------|--|
| _____ 1. first come, first served | a) a medical facility where patients get treatment         |
| _____ 2. clinic                   | b) a room to sit and wait in before seeing a doctor        |
| _____ 3. insurance                | c) busy, not free  |
| _____ 4. waiting list             | d) financial protection for future costs                   |
| _____ 5. waiting room             | e) in order of arrival                                     |
| _____ 6. seat                     | f) an ordered list of people's names who are waiting       |
| _____ 7. unavailable              | g) a chair or place to sit                                 |
| _____ 8. wait time                | h) the estimated amount of time until something can happen |
| _____ 9. patient                  | i) a room where a doctor meets with a patient              |
| _____ 10. examination room        | j) a person who is sick or injured                         |

## Dialogue Reading

Read the dialogue with your partner a few times. Take turns being the patient and the receptionist. Practice your intonation and pronunciation. Circle any new words or phrases.

Patient: Hello. **I need to see a doctor.** I don't have an appointment.

Receptionist: That's fine. It's first come, first served here. **Have you been here before?**

Patient: No, this is my first time at this clinic.

Receptionist: Please add your name and the reason for your visit to the waiting list.  
**And do you have your insurance card with you?**

Patient: Here you go.

Receptionist: Okay, Gloria, the waiting room is to your left. **Go ahead and have a seat.**  
I'll call you when the next doctor is available.

Patient: Thanks. **Do you have any idea how long it will be?**

Receptionist: Let me see...**it looks like the wait time is about 15 minutes.**  
There are just a few patients ahead of you.

*[20 minutes later...]*

Receptionist: Gloria? Dr. Callahan is ready to see you. **Right this way.**

Patient: Oh, **I was hoping I could see Dr. Slater.** I heard she was in on Mondays.

Receptionist: **I'm afraid she's unavailable today.**

Patient: Oh, that's too bad. That's why I chose this clinic.

Receptionist: Sorry about that. Please take a seat in examination room 3.  
**Dr. Callahan will be with you shortly.**

## Practice

Work with your partner. Role-play the dialogue on page 2, substituting some of the different expressions below. Then switch roles.

1. **I need to see a doctor.**

- Is there a doctor taking patients today?
- My child isn't well. Is a doctor available?
- My mother is very ill. She needs to see a doctor as soon as possible.

2. **Have you been here before?**

- Do we have you on record here?
- Is this your first time here?

3. **And do you have your insurance card with you?**

- Can I see your health card, please?
- Do you have your ID?
- I need to see a picture ID, please.
- May I see some identification?

4. **Go ahead and have a seat.**

- Please sit down.
- Please take a seat.
- You can sit here while you wait.
- Feel free to take a seat.

5. **Do you have any idea how long it will be?**

- Can you tell me how long it will take?
- Will I be waiting long?
- Will it take long?

6. **It looks like the wait time is about 15 minutes.**

- You will have to wait for about half an hour.
- It looks like about an hour wait.
- It might be about 20 minutes before we call your name.
- The doctor will be ready in five minutes or so.

7. **Right this way.**

- Please follow me.
- I can take you to the examination room now.
- The examination room is right this way.

8. **I was hoping I could see Dr. Slater.**

- I'd prefer to see Dr. Slater, if that's okay.
- If it's not a problem, I'd like to see Dr. Slater.
- Is Dr. Slater not available?

9. **I'm afraid she's unavailable today.**

- I'm sorry, she isn't available.
- I apologize, but she is off today.
- Unfortunately, she is not seeing patients today.

10. **Dr. Callahan will be with you shortly.**

- The doctor will be here in a moment.
- It won't be long.
- It will just be a few more minutes.

## Listening Practice

Listen to the recording. Fill in the missing words as you listen.  
Listen again. Now look back at page 2 and check your work. Did you fill in the correct words? Did you spell everything correctly?

Patient: Hello. I need to see a doctor. I don't have an \_\_\_\_\_ .

Receptionist: That's fine. It's \_\_\_\_\_ here. Have you been here before?

Patient: No, this is my first time at this \_\_\_\_\_ .

Receptionist: Please add your name and the reason for your visit to the \_\_\_\_\_ .  
And do you have your insurance card with you?

Patient: Here you go.

Receptionist: Okay, Gloria, the \_\_\_\_\_ is to your left. Go ahead and have a seat. I'll call you when the next doctor is available.

Patient: Thanks. Do you have any \_\_\_\_\_ how long it will be?

Receptionist: Let me see...it looks like the \_\_\_\_\_ is about 15 minutes.  
There are just a few patients ahead of you.

*[20 minutes later...]*

Receptionist: Gloria? Dr. Callahan is ready to see you. \_\_\_\_\_ .

Patient: Oh, I was hoping I could see Dr. Slater. I heard she was in on Mondays.

Receptionist: I'm \_\_\_\_\_ she's unavailable today.

Patient: Oh, that's too bad. That's why I chose this clinic.

Receptionist: Sorry about that. Please take a seat in \_\_\_\_\_ room 3.  
Dr. Callahan will be with you shortly.



# Review

## Task 1

### LISTEN & ANSWER

Listen to the conversation. Then answer the questions.  
Your teacher will tell you if you have to write or say the answers.

1. Who are the speakers?

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2. Has the patient been to this clinic before?

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3. What is the estimated wait time to see the doctor?

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4. What is the patient unhappy about?

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5. Where will the patient wait after the receptionist tells her the doctor is ready for her?

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6. How does the conversation end?

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## Review cont.

### Task 2

#### QUESTIONS & ANSWERS

##### A. Patient

Write five questions a patient might ask at a walk-in clinic.  
Write (or say) them as if you are talking to a receptionist.

Ex. *How long is the wait?*

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

##### B. Receptionist

Write five possible answers to your questions.

Ex. *It looks like about an hour wait.*

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Task 3

#### ROLE-PLAY

Find a partner. Imagine that one of you is a parent bringing a child to a walk-in clinic and one of you is a receptionist. Use vocabulary and expressions you have learned to do a role-play that takes place in a walk-in clinic.

## Answer Key

### LESSON DESCRIPTION:

In this lesson, students learn and practice using vocabulary and expressions related to walk-in-clinics. They have a group discussion and practice writing their own dialogues and answering questions.

**LEVEL:** Low Int – Int

**TIME:** 1–2 hours

**TAGS:** walk-in clinic, doctor, checking in, medical, health, doctor's office, sharing information

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### Pre-Reading

#### A. WARM-UP QUESTIONS

Discuss as a class or in small groups. Answers will vary.

#### B. VOCABULARY PREVIEW

- |      |      |      |      |       |
|------|------|------|------|-------|
| 1. e | 3. d | 5. b | 7. c | 9. j  |
| 2. a | 4. f | 6. g | 8. h | 10. i |

### Dialogue Reading

Give your students time to read the dialogue in pairs.

### Practice

Have your students read the dialogue again and practice subbing in some of the different expressions.

### Listening Practice

Have students complete the dialogue by playing the recording or listening to two students read the completed dialogue from page 2.

### Write Your Own Dialogue

First, place students into pairs. (If you have an extra student, this person can be a second patient or parent or another receptionist.) Next, have students review the task. Go over the Task 1 questions (page 6) together to make sure that your students include answers to these in their dialogues. Encourage your students to use vocabulary and expressions from pages 1 and 3. Have your students submit their dialogues to you before or after presenting them. Check their work and help them fix their mistakes.

*(continued on the next page...)*



## Answer Key cont.

### Review (Assessment Tasks)

The following tasks can be used for assessment purposes and/or review practice. You can save all of the tasks until the end or assess your students throughout the lesson.

#### TASK 1

Reuse the audio from the dialogue on page 2 OR have two students read out the dialogue they wrote. Then assign the questions. You can decide if you want your students to say or write the answers. You can also decide if you want every group to present or just a few groups. Answers will vary. If you choose to use the original audio for this task instead of a student-made dialogue(s), here are the answers:

1. The speakers are a patient and a receptionist.
2. No, she has never been to this clinic before.
3. The estimated wait time to see the doctor is 15 minutes.
4. The patient is unhappy that Dr. Slater is unavailable.
5. The patient will wait for the doctor in examination room 3.
6. The receptionist apologizes that Dr. Slater is unavailable and takes the patient to an examination room to wait for the doctor.

#### TASK 2

Answers will vary. Assess your students' understanding of vocabulary used at walk-in clinics. You may want to put the vocabulary from this lesson on the board for reference.

#### TASK 3

Assess two students at a time as they role-play the scenario.

#### SPELLING NOTE:

This lesson shows the American spelling of the word *Practice*. Most other English-speaking countries spell this word this way: *Practise* (when used as a verb; *Practice* when used as a noun). Make it a challenge for your students to find this word in the lesson and see if they know the alternate spelling.

