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Communiquer en anglais

Santé et soins

6^e édition

Vuibert

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Un outil de formation à l'anglais professionnel infirmier

L'anglais étant une unité d'enseignement (UE) obligatoire de la formation en soins infirmiers, nous avons souhaité proposer aux étudiants et à leurs enseignants une méthode spécifique d'apprentissage de la langue. Cet outil a pour but de permettre aux élèves de « communiquer en anglais dans le domaine de la santé et des soins et d'acquérir du vocabulaire professionnel » comme l'exigent les objectifs des semestres 1, 2 et 3 de l'UE 6.2.

Ces objectifs sont traités à travers 13 unités au cours desquelles les apprenants vont suivre l'itinéraire d'un patient anglophone : son arrivée aux urgences, son séjour à l'hôpital, puis son retour à domicile ou sa prise en charge en soins palliatifs. Il suit une progression qui permet de revenir sur les bases de la langue tout en appréhendant les situations professionnelles les plus fréquentes.

Une méthode pédagogique pour faciliter l'apprentissage et la pratique de la langue

Chaque unité est constituée d'outils pédagogiques variés facilitant l'apprentissage de la langue dans le contexte propre à la santé et aux soins. Vous retrouverez :

- ▶ des **dialogues illustrant des situations professionnelles courantes** à télécharger. Il sont destinés à faire l'objet d'une étude guidée ;



- ▶ des exercices permettant de travailler :



la compréhension orale avec des questions portant sur les dialogues et des exercices d'écoute (également disponibles en téléchargement),



l'expression orale avec des jeux de rôle et des sujets de débats,



l'expression et la compréhension écrites avec des exercices en contexte.



Pour chaque unité, retrouvez **2 exercices interactifs à faire** en ligne pour s'auto-évaluer !

- ▶ des **encadrés grammaticaux synthétiques**, assortis d'exercices d'application afin de percevoir et mémoriser d'une façon simple les principales règles de la langue anglaise ;
- ▶ une aide à la compréhension, à l'acquisition et à la **mémorisation du vocabulaire professionnel** :
 - sous la forme d'encadrés et de schémas,
 - avec des **schémas anatomiques en couleurs** pour réviser le vocabulaire des principaux systèmes anatomiques.

L'intégralité des schémas, dans leurs versions vierges et corrigées, est accessible en téléchargement à l'aide des liens et QR codes tout au long du livre.

Un ouvrage pour accompagner des projets professionnels

Au-delà de l'apprentissage de la langue dans le contexte du programme des études, cet ouvrage pourra être utile aux professionnels de la santé qui désirent acquérir une meilleure maîtrise de la langue anglaise afin d'améliorer leur relation avec les patients anglophones. Il s'adresse également à ceux qui ont le projet de partir dans un pays où l'anglais est la langue privilégiée, ou à ceux qui désirent travailler dans l'humanitaire et le développement.

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UNIT

1

Unit 1: Introduction

UNIT 1

Admitting a patient to the accident and emergency department

Toutes les pistes audio de l'unité à télécharger ici

<https://www.lienmini.fr/angsoinu1>



Dialogue between Mr Brown and the nurse

Traduction p. 204

Listen to the dialogue. Mr Brown is being admitted to hospital.

Mr Brown Good afternoon. I've hurt myself. Can you help me, please?

Nurse Certainly. Do you speak French?

Mr Brown No, not at all. I'm sorry.

Nurse What happened?

Mr Brown I fell off a ladder.

Nurse Where does it hurt?

Mr Brown My leg hurts*. I think it is broken.

Nurse *(talking to another nurse)*
Can you bring an air splint*, please?
(talking to Mr Brown)
Don't worry. Everything will be all right.
Can you lie on the trolley*, please?

In the emergency cubicle*.

Nurse Are you allergic to* any medicines, aspirin for instance?

Mr Brown No, I'm not. But I'm allergic to iodine and penicillin.

Nurse I'm going to give you a painkiller by intravenous* injection.
You are attached to a monitor so I can read your heartbeat*.

Mr Brown I take medication for my blood pressure*.

Nurse Do you take any other drugs?

Mr Brown Yes, I do, but I don't remember their names.
I'm diabetic and I have angina*.

Nurse Have you ever had an operation?

Mr Brown Yes, I have. For my gall bladder*,
five years ago.

Nurse Do you smoke?

Mr Brown Yes, I smoke about twenty cigarettes a day.

To help you

- **I'm hurt:** je suis blessé
- **my leg hurts:** j'ai mal à la jambe
- **air splint:** attelle gonflable/à dépression
- **trolley:** brancard
- **emergency cubicle:** box des urgences
- **to be allergic to:** être allergique à
- **intravenous (IV):** intraveineuse
- **heartbeat:** rythme cardiaque
- **blood pressure:** tension artérielle
- **angina:** angine de poitrine
- **gall bladder:** vésicule biliaire



Questions sur le dialogue

1. Does Mr Brown speak good French?
2. What happened to him?
3. Where does it hurt?
4. What does the nurse need to carry Mr Brown to the emergency cubicle?
5. What is Mr Brown allergic to?
6. Does he smoke a lot?

GRAMMAR

Present simple

• Emploi

On utilise le présent simple pour décrire des actes routiniers, habituels ou des situations permanentes. Il peut être accompagné des adverbes de fréquence : *always, never, often, sometimes, usually*, etc. Il prend un "s" à la 3^e personne du singulier : he **works**.

• Construction

Forme affirmative	Sujet + verbe	They work in this hospital. She works in this hospital.
Forme négative	Sujet + do not (don't)/does not (doesn't) + verbe	We don't speak English. He doesn't speak English.
Forme interrogative	Auxiliaire do/does + sujet + verbe	Do you smoke? – Yes, I do . – No, I don't . Does he smoke? – Yes, he does . – No, he doesn't .

**Travaillez à deux : Révisez le présent simple**

Posez ces questions à votre partenaire, inscrivez ses réponses ; puis inversez les rôles.

How are you? :

.....

Where do you come from? :

.....

Where do you live? :

.....

Is it far from the hospital? :

.....

Are you married? :

.....

Do you have/Have you got any children? :

.....

What are their names? :

.....

How old are you? :

.....

How tall are you? :

.....

What is your weight? :

.....

What do you do? What's your job?/What is your occupation? :

.....

Do you like your job? :

What time do you get up in the morning? :

What time do you usually start work? :

To help you

- **once a week:** une fois par semaine
- **twice a month:** deux fois par mois
- **five times a year:** cinq fois par an



Exercice 1

Réponse p. 200

Associez le mot de liaison avec son équivalent français.

- | | | | |
|----------------------------|---|---|---------------------------------|
| 1. In spite of | • | • | A. Tandis que, comme |
| 2. Whereas | • | • | B. Si |
| 3. If | • | • | C. Alors que, tandis que |
| 4. As | • | • | D. En dépit de |
| 5. Unless | • | • | E. Par conséquent |
| 6. Provided | • | • | F. À cause de |
| 7. Because of | • | • | G. À condition que |
| 8. Consequently | • | • | H. À moins que |
| 9. Since | • | • | I. Même si |
| 10. So that | • | • | J. Jusqu'à ce que |
| 11. Even if | • | • | K. Afin que, de sorte que |
| 12. Until | • | • | L. Depuis que, Puisque |
| 13. While | • | • | M. Grâce à |
| 14. As long as | • | • | N. Bien que |
| 15. Although, though | • | • | O. Tant que |
| 16. Thanks to | • | • | P. Pendant que |



Exercice 2

Réponse p. 200

Soulignez les mots de liaison et traduisez les phrases.

- If someone in your family has died from cancer, you should have regular check-ups.
.....
- Some cancers develop slowly whereas others spread much faster.
.....
- Thanks to an early diagnosis, many cancers can be treated successfully.
.....
- Don't hesitate to report any unusual symptoms such as a lump or a mole that changes colour.
.....



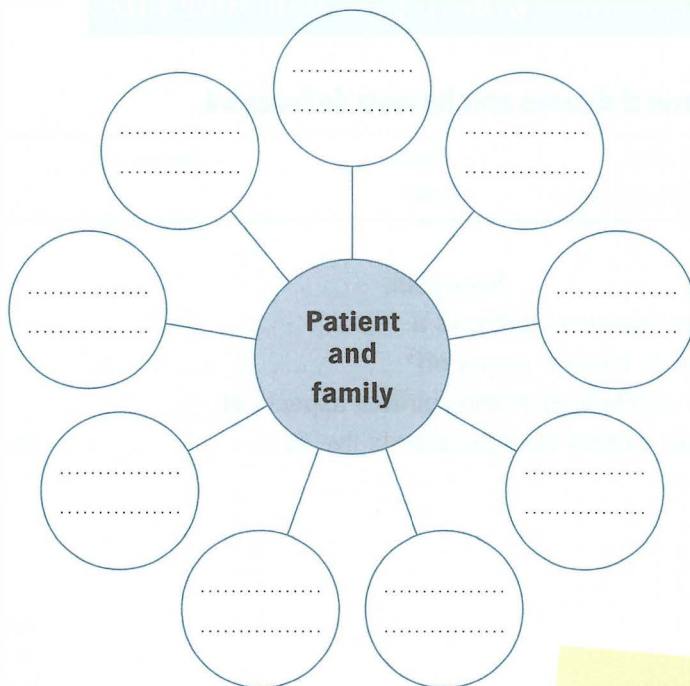
Exercice 3 : Palliative care team in hospitals, at home and home for dependant elderly people*

Réponse p. 200

In the palliative care team, nurses have a fundamental role. The palliative care team puts the patients and their families at the centre of all decisions. They take a patient's physical, psychological, mental, spiritual, social and practical aspects into account*.

Associez les professions à leur équivalent en anglais et écrivez-les dans l'organigramme ci-dessous.

- | | | | |
|----------------------------|---|---|-------------------------------|
| 1. Aide-soignant(e)..... | • | • | A. Nurse |
| 2. Bénévole | • | • | B. Healthcare assistant |
| 3. Médecin | • | • | C. Social worker |
| 4. Psychologue..... | • | • | D. Homecare assistant |
| 5. Infirmier(ère)..... | • | • | E. Volunteer |
| 6. Kinésithérapeute..... | • | • | F. Physician/Doctor |
| 7. Auxiliaire de vie..... | • | • | G. Physiotherapist |
| 8. Travailleur social..... | • | • | H. Psychologist |
| 9. Aumônier..... | • | • | I. Chaplain |



To help you

- Home for dependant elderly people: EHPAD
- To take into account: prendre en compte

**Exercice 4 : The palliative approach**

Réponse p. 201

Après avoir lu le texte, rayez les principes contraires à ceux d'un service de soins palliatifs et remplacez-les par les mots corrects.

The palliative approach uses palliative care principles, for example: dignity, hope, discomfort*, quality of life, relief of suffering. These principles are used with people facing chronic, life-limiting conditions* at all stages, not just at the end of life. Attitudes and principles for successful palliative care involve empathy and compassion, insensitivity and demonstrate anxiety for the patient.

To help you

- **discomfort:** gêne
- **condition:** état

.....

.....

.....

.....

.....

.....

.....

.....

**Exercice 5 : The 5 principles of palliative care**

Réponse p. 201

Complétez les phrases ci-dessous avec les mots de l'encadré.

- | | | |
|------------------|----------|----------------|
| • actively | • death | • patient care |
| • normal process | • relief | |

Palliative care

1. It provides from pain.
2. It affirms life and considers dying as a
3. It intends neither to hasten* or put off*
4. It integrates the psychological and spiritual aspects of
5. It offers a support system to help patients live as as possible until death.

To help you

- **to hasten:** accélérer, hâter
- **to put off:** remettre à plus tard, repousser



Exercice 6 : End-of-life situation

Réponse p. 201

Après avoir lu les quatre phrases ci-dessous, cochez la bonne réponse dans le tableau.

- In England, most people want to die at home, but only 20 - 30% do so. About 55% of the population ends up dying in a hospital.
- Patients with chronic illnesses or disabilities may need palliative care.
- The main goal of end-of-life care is to relieve physical and mental suffering.
- In an end-of-life situation nurses have to provide care for the dying patient and care for the patient's family.

	True	False
1. In England, most people die at home by their own choice.		
2. A patient admitted to a Nursing Care Facility for management of Alzheimer's disease is a good example of palliative care.		
3. End-of-life suffering can be prevented if physical pain is medicated.		
4. Nursing care* for the dying patient also includes considering some of the patient's family needs		



Exercice 7 : Options available to people looking for palliative care

Réponse p. 201

Associez chaque élément de la première colonne à son équivalent français.

- | | | |
|------------------------------------------------|---|--------------------------------------------------------------------|
| 1. Palliative care in hospitals..... | • | • A. Soins palliatifs à domicile |
| 2. Palliative nursing in a care home..... | • | • B. Soins palliatifs dans une maison de santé |
| 3. Day care at a hospice palliative care*..... | • | • C. Soins dans un établissement de soins |
| 4. Palliative home care..... | • | • D. Soins palliatifs à l'hôpital |
| 5. Care in a care facility..... | • | • E. Soins de jour dans un établissement de soins palliatifs |

To help you

- **nursing care:** soins infirmiers
- **hospice palliative care:** établissement de soins palliatifs

Dialogue between Mr Fear and the nurse

Traduction p. 219

A nurse is answering Mr Fear's questions about his father's condition

- Mr Fear** Good afternoon. I think my father is sleeping a lot lately*. Is it due to the morphine?
- Nurse** Yes. The treatment he is given and the development of his illness tend* to make him sleep. This clinical manifestation is the result of a slowdown* in his body's functions*. We try to reduce his pain so that he doesn't get exhausted from fighting* it.
- Mr Fear** And could you explain to me why you are giving him all these treatments?
- Nurse** You know, without them, his life would be unbearable*. He could swallow his medication until now, but he can't do it any longer. This is why we have to give them intravenously. The doctor has not changed the morphine dosage and he has given him a tranquilliser* to make him calmer and more relaxed*.
- Mr Fear** All right.
- Nurse** Tell me, Mr Fear when you last met the doctor, did he tell you why your father was transferred to palliative care?
- Mr Fear** Yes, he did. He told me he was a specialist in pain care and explained to me what palliative care is. I've understood that your goal is not to cure but to improve my father's quality of life and relieve his symptoms.
- Nurse** That's it. You have understood the essential thing.
- Mr Fear** I met the oncologist too who explained to me the development of his illness but I didn't think my father was at the end of his life.
- Nurse** As you can see he has difficulty breathing, oedema and noisy breathing. These are common symptoms at the end of life.
- Mr Fear** Do you mean he may die at any time?
- Nurse** Yes, he may, even if it is impossible to know when it will happen precisely.
- Mr Fear** Thank you very much for all* you are doing for him and me. May I stay with him tonight?
- Nurse** Certainly, we'll bring an extra bed for you. You know, you can talk to him to reassure him, even if your father doesn't seem to react to your words he can probably hear you.

To help you

- **lately:** ces derniers jours, récemment
- **to tend to:** avoir tendance à
- **slowdown:** ralentissement
- **body functions:** organisme
- **to fight:** lutter
- **unbearable:** insupportable
- **tranquilliser:** anxiolytique
- **relaxed:** détendu
- **for all:** tout ce que



Questions sur le dialogue

1. Why is Mr Fear's father sleeping a lot recently?
2. Why is Mr Fear's father given all these treatments?
3. How does the nurse know Mr Fear's father is at the end of his life?



Travaillez à deux : Common symptoms at the end of life or physical signs of impending* death.

Réponse p. 201

A. asks B.: Which are the two symptoms that do not correspond to the common symptoms at the end of life?

	Yes	No
Delirium		
Shortness of breath		
Coughing		
Eczema		
Constipation		
Trouble swallowing		

B. asks A.: Which are the two symptoms that do not correspond to the common symptoms at the end of life?

	Yes	No
Loss of appetite		
Difficulty breathing		
Urticaria (hives)		
Changes in urination		
Swelling* to feet, ankles and hands		
Increased* physical weakness		
Diabetes		

To help you

- **impending:** imminent
- **swelling:** gonflement
- **increased:** accru

Exercice 8 : Communication with dying patients

Réponse p. 201

Complétez les textes avec les mots de l'encadré.

- misunderstanding*
- considered
- distress
- bereavement*
- end of life care

Good communication with a dying person improves his or her and the experience. It can help to ensure that the dying person's wishes are Good communication avoids and unnecessary

- encouraging questions
- sensitive way
- carefully
- to talk about death
- an honest
- being ready

These following points have a great effect on dying patients:

- talking with them in way;
- to talk about dying;
- giving bad news in a ;
- listening to them;
- from them;
- being sensitive when they are ready

To help you

- **misunderstanding:** incompréhension
- **bereavement:** perte, deuil

Exercice 9

Réponse p. 202

Écrivez dans le tableau le groupe de mots correspondant à sa définition et son équivalent en français.

- Advance health directive
- A support person or a trusted person
- Living will
- Therapeutic obstinacy

Group of words	Translation into French	Definitions
		A legal document in which a person specifies what actions should be taken for their health if they are no longer able to make decisions for themselves because of illness or incapacity.
		A person who gives support to a patient and makes medical decisions in his or her interest when they lose the capacity to express themselves.
		It is the oldest form of advance directive leaving instructions for treatment.
		The use of aggressive treatment to prolong the life of a patient in the terminal stages of an illness with no real hope of improving her or his condition.



Exercice 10 : Providing emotional comfort to the patient

Réponse p. 202

Some emotions are common to most dying patients. These emotions include fear of abandonment and fear of being a burden*. Patients are also concerned by* loss* of dignity and loss of control.

Palliative-care nurses not only manage pain and other symptoms but they assist patients in the process of death with dignity. They can provide comfort by:

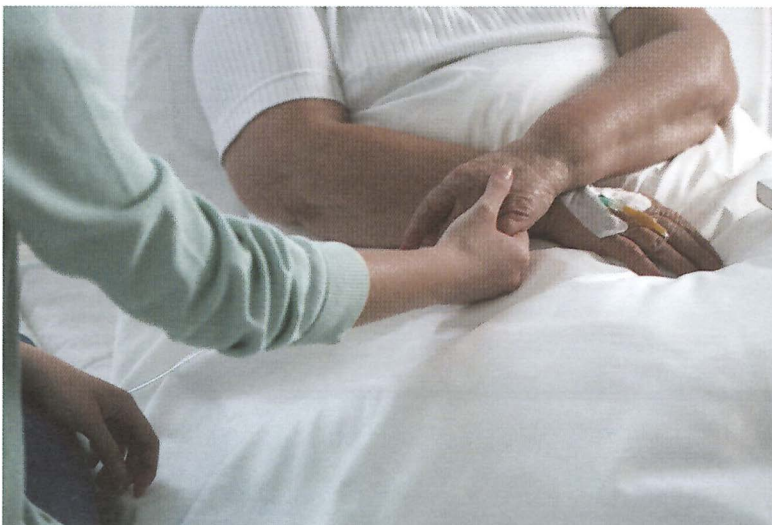
- keeping the patient company by talking, reading, or just being with him or her;
- allowing the person to express fears and concerns about dying;
- being willing to hear about the person's life;
- avoiding refusing to give difficult information. Most patients prefer to be included in* discussions about issues* that concern them;
- reassuring the patient that you will honour his or her advance directives;
- asking if there is anything you can do;
- respecting the patient's need for privacy.

To help you

- **burden:** poids
- **to be concerned by:** s'inquiéter de, être inquiet de
- **loss:** perte
- **to be included in:** participer
- **issue:** problème, question, point

Associez chaque verbe à son équivalent français.

- | | | |
|------------------------|---|-----------------------------|
| 1. Keep company | • | A. Respecter |
| 2. Allow | • | B. Demander |
| 3. Be willing to | • | C. Rassurer |
| 4. Avoid | • | D. Tenir compagnie |
| 5. Reassure | • | E. Permettre |
| 6. Ask | • | F. Être prêt, disposé |
| 7. Respect | • | G. Éviter |



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Condolences or sympathies

What you should say to someone who is mourning the loss* of a loved one*:

- I'm deeply saddened by the loss of your daughter;
- Please accept my condolences and do not hesitate to contact me, especially during this difficult time;
- Our sincere sympathies to you and your family;
- My deepest sympathies* go to you and your family;
- Please accept my condolences on the passing* of your husband. It was an honour to have known such a great person and I will truly miss him*;
- May her/his soul* rest in peace.

To help you

- **to mourn the loss:** vivre le deuil
- **a loved one:** un être cher
- **deepest sympathies:** sincères condoléances
- **passing:** mort
- **I will truly miss him:** il me manquera beaucoup
- **soul:** âme

Si vous deviez rédiger une carte de condoléances, choisissez parmi les expressions ci-dessus celle qui vous conviendrait le mieux, puis écrivez-la sur la carte.



Complétez la conversation entre l'infirmière et Mme Brown à l'aide des phrases suivantes :

- ... your husband had a pacemaker.
- ... choose a coffin*.
- ... deepest sympathy ...
- ... to repatriate my husband's body
- ... the funeral directors*...
- ... to the mortuary...

A nurse is giving information to Mrs Brown about administrative, repatriation procedures and funeral arrangements for her husband's body.

Nurse First of all, my (1) to you, Mrs Brown.

Mrs Brown Thank you very much. Could you tell me what I have to do (2) to Ireland?

Nurse Certainly. First of all, you have to notify* the town hall of his death.

Mrs Brown All right. Do I have to do it today?

Nurse Not necessarily. In fact, you have forty-eight hours. Don't forget to take the death certificate.

Mrs Brown Have you got a listing of (3) , please?

Nurse Yes. Here it is. You can call them this morning. They will help you to (4)

Mrs Brown Do I have to contact the airline?

Nurse No, it isn't necessary. The funeral directors will arrange the flight. You must show them your husband's passport or ID* and give them your telephone number and the name and address of the funeral directors in Ireland.

Mrs Brown How many days will it take?

Nurse I don't know exactly. A few days, I suppose. It depends on the flights.

Mrs Brown In the meantime* what happens?

Nurse The body will be transferred (5) where it will remain* until it is put in the coffin*.

Mrs Brown And what about a cremation?

Nurse You again have to contact the funeral directors. But don't forget to tell them (6) They have to remove* it before the cremation.

Mrs Brown Thank you very much for your help.

Nurse Not at all.

To help you

- **to notify:** déclarer
- **funeral directors:** pompes funèbres
- **coffin:** cercueil
- **ID:** carte d'identité (*identity card*)
- **In the meantime:** en attendant
- **to remain:** rester
- **to put (it) in the coffin:** mettre en bière
- **to remove:** enlever

**Vocabulary quiz****Réponse p. 202****Complétez chaque affirmation avec le bon terme.**

- In the palliative care nurses have a fundamental role.
a) aspect b) team c) point of view d) distress
- Nurses patient's physical and psychological aspects account.
a) take in b) take out c) take into d) take off
- The palliative approach uses care principles such as dignity, hope and.....
a) discomfort* b) happiness c) need d) quality
- The nurse offers a support system to help patients live as as possible until death.
a) quickly b) slowly c) actively d) passively
- End-of-life suffering can be if physical pain is medicated.
a) given b) influenced c) considered d) prevented

**Vocabulary quiz****Réponse p. 202****Complétez chaque affirmation avec le bon terme.**

- Some emotions are common to most dying patients, they include fear of being a
a) pain b) relief c) burden* d) problem
- Advance is a legal document in which a person specifies which actions should be taken for their health because of their incapacity to make decision.
a) will b) directive c) file d) case
- A nurse can keep by talking, reading or just being with the patient.
a) reassurance b) assistance c) help d) company
- The family has 48 hours to bring the death to the town hall.
a) document b) certificate c) directive d) file
- The body is transferred to the morgue where it will remain until the funeral put it in the coffin.
a) head b) manager c) directors d) employee

To help you

- **discomfort:** gêne, inconfort, malaise
- **burden:** poids



Medical Vocabulary: unit 13

- **life-threatening:** extrêmement grave
- **life expectancy:** espérance de vie
- **hospice:** établissement de soins palliatifs
- **bereavement:** perte, deuil
- **loss:** perte
- **funeral directors:** pompes funèbres
- **advance health directive:** directives anticipées
- **a trusted person / support person:** personne de confiance
- **therapeutic obstinacy:** obstination déraisonnable/acharnement thérapeutique



Let's discuss!

What is palliative care at home?