

Unit 10 Communicating with challenging patients

Vocabulary from the book

anxious
 bundle of nerves
 can't function properly with/without something
 clear something up
 come to terms with something
 cope
 cranky
 cut up about something
 depressed
 distant
 do the job
 down in the dumps
 fed up with
 feel low
 fly off the handle
 go to pieces
 hard to put your finger on it
 het up
 higher dose
 irate
 irritable
 knock someone out
 mood swings
 moody
 nervous (wreck)
 on a downer
 on edge/edgy
 overwhelmed
 prone to something
 ratty
 run its/their course
 snappy
 tremble
 up and down
 up the dose/prescription
 upset
 uptight

Additional vocabulary

break down
 detached
 do someone in
 do the trick
 double
 furious
 grumpy
 had enough of
 lead to
 livid
 overcast
 overcome
 overwrought
 susceptible to
 tired of
 twitch
 vulnerable to

Exercise 1

Match the words in the two columns to make a common useful phrase from the unit.

- | | |
|-------------|-------------------|
| 1 bundle | a dose |
| 2 up | b low |
| 3 up (verb) | c about something |
| 4 do | d and down |
| 5 clear | e the job |
| 6 a nervous | f swings |
| 7 higher | g of nerves |
| 8 cut up | h something up |
| 9 mood | i the dose |
| 10 feeling | j wreck |

Exercise 2

Match the sentences on the left with the situations in which they might be said.

- | | |
|--|--|
| 1 You need to let them run their course. | a when the patient is explaining how he or she is having big problems getting to sleep without taking sleeping pills |
| 2 I feel really down in the dumps. | b when the patient tells the doctor how he or she felt when she heard that she had diabetes |
| 3 I can't function properly without them. | c when the patient is telling the doctor about how negative he or she feels emotionally |
| 4 I am finding it difficult to come to terms with. | d when the doctor is explaining that the patient needs be patient about the benefits of taking a certain medication |
| 5 It's hard to put a finger on it. | e when the patient is telling the doctor that he or she can't really explain something very well |

Exercise 3

Match the words with their synonyms.

- | | |
|---------------|--------------------|
| 1 nervous | a furious |
| 2 distant | b feeling very low |
| 3 moody | c detached |
| 4 ratty | d sad |
| 5 irate | e anxious |
| 6 trembling | f grumpy |
| 7 depressed | g irritable |
| 8 overwhelmed | h shaking |
| 9 upset | i overcome |

Exercise 4

Put the following words and phrases into the correct column.

snappy fly off the handle ratty on edge irate anxious furious feeling low
down in the dumps on a downer cranky uptight

very angry	irritable	depressed	nervous

Exercise 5

Identify which one out of the following groups of words does not belong with the other three.

1	trembling	shaking	het up	twitching
2	irate	snappy	livid	furious
3	up (verb)	increase	double	cut down
4	prone to	lead to	vulnerable to	susceptible to
5	moody	snappy	irritable	ratty
6	overcast	overwhelmed	overcome	overwrought
7	fed up with	put up with	had enough of	tired of
8	do the job	do the trick	do you in	do you good

Exercise 6

Fill the gaps with suitable words from the unit.

- Doctor:** I am going to prescribe some cream that should _____ the spots up within a couple of weeks.
- Patient:** I guess things are pretty difficult at the moment: my job is very stressful and having two young children doesn't always help! Plus, I suppose I haven't really come to _____ with the death of my father yet; I am still really _____ up about that.
- Patient:** I am just so _____ up with feeling tired and lethargic all the time; isn't there something you can give me to help?
- Doctor:** How did you get on with those pain-killers that I prescribed for you last time?
Patient: Oh, they certainly did the _____; to be honest, they pretty well _____ me out for about 8 hours after I took them.
- Doctor:** So, you said you were feeling a bit emotional at the moment – could you tell me a little bit more about how you feel?
Patient: Well, I guess the worst thing is the mood _____; one minute I feel on top of the world and the next I feel really down in the _____. Also, I seem to lose my temper really quickly nowadays; one of the kids only has to do the slightest thing wrong and I fly off the _____.
Doctor: Do you have any idea what might be making you feel this way?
Patient: It's hard to put my _____ on it really; there are so many things going on at the moment and it just seems that everything needs to be sorted out yesterday! I really don't know how much longer I can cope with it all.

If you are having difficulty, here are the words for the exercise.

swings trick fed dumps clear cut finger handle knocked terms