医学英语讲座系列

任何与医生有效沟通

第一讲：寻找家庭医生

2024.09.26

寻找家庭医生

1. 选择合适的家庭医生的重要性
Importance of Choosing the Right Primary Doctor

2. 决定您希望寻找何种类型的医生
Decide What You Are Looking for in a Doctor

3. 确认若干可能的选项

Identifying Several Possible Options

4. 了解更多关于医生的信息

Learn More About the Doctors

刚刚抵达多伦多时对就医的困惑

CONFUSED ABOUT HEALTHCARE AS A NEWLY ARRIVED FAMILY IN TORONTO

1. Free Healthcare in Canada (加拿大免费就医)

2. Apply for OHIP Card （需要申请医疗保健卡）

3. First 3 months no OHIP coverage （前三个月没有医疗保健）

4. Big Different when you need to see a doctor （看病的方式不同）
   - Directly to the Hospital and register for the department you want to see in China
     （中国是直接去医院挂号您想去的科室）
   - In Canada, medical care is based on a system of triage, where patients are prioritized based on the severity of their symptoms.
     （加拿大是根据您的病情来分级诊疗的）

新移民李先生一家的故事
MR。LI'S FAMILY

李太太怀孕，而他们的大女儿最近也有些咳嗽。李先生知道，找到一个能长期照顾他们一家健康的医生非常重要。通过朋友推荐和网上搜索，李先生最终找到了一个会说普通话、并且有丰富经验的家庭医生——张医生

Mrs. Li is pregnant with their second child, and their eldest daughter has recently developed a cough. Mr. Li knows that finding a doctor who can take care of their family's health long-term is very important. Through a friend's recommendation and online searches, Mr. Li finally found an experienced family doctor who speaks Mandarin — Dr. Zhang.

新移民李先生一家的故事
MR. LI'S FAMILY

李先生在为家庭寻找一位可以长期照顾他们健康的家庭医生时，花了不少时间。他先是向朋友询问，了解他们推荐的医生，随后在网上查阅各种家庭医生的评价和资料。他不仅关注医生的专业背景，还特别留意那些会讲普通话的医生。最终，李先生通过朋友推荐和网上搜索，找到了经验丰富且会讲普通话的张医生。这让李家感到非常安心，因为他们可以用母语与医生沟通，医生也能够全面了解他们的健康需求。

When looking for a family doctor who could take care of their family's health long-term, Mr. Li spent a considerable amount of time. He first asked for recommendations from friends, gathering insights about the doctors they trusted. He then did online research, checking reviews and profiles of various family doctors. Mr. Li was especially focused on finding a doctor who not only had a solid professional background but also spoke Mandarin. Finally, through a combination of friend recommendations and online searches, he found Dr. Zhang, an experienced family doctor who speaks Mandarin. This made the Li family feel very comfortable, knowing they could communicate in their native language and that the doctor understood their health needs comprehensively.

新移民李先生一家的故事
MR。LI'S FAMILY

第一步：建立健康档案

第一次预约时，张医生不仅关心李太太的孕期情况，还详细询问了全家人的健康史，特别关注了李先生的高血压问题。张医生根据他们的情况，给李太太安排了孕检，提醒她接种当地推荐的疫苗，同时为女儿安排了一次全面的儿童体检。通过这些检查，张医生对整个家庭的健康情况有了初步的了解。

Step 1: Establishing Health Records

During their first appointment, Dr. Zhang not only showed concern for Mrs. Li's pregnancy but also inquired in detail about the entire family's medical history, paying special attention to Mr. Li's hypertension. Based on their situation, Dr. Zhang arranged a prenatal checkup for Mrs. Li and reminded her to get the locally recommended vaccines. He also scheduled a comprehensive health checkup for their daughter. Through these examinations, Dr. Zhang gained a preliminary understanding of the family's overall health.

应对急症

几个月后，小女儿出生了，然而李太太的恢复期有些困难，出现了轻度的产后抑郁症。由于他们已经和张医生建立了信任关系，李太太没有犹豫，立刻联系了张医生。张医生在了解了她的情况后，不仅给予了专业的心理建议，还迅速为她安排了心理医生的转诊。这让李太太感到非常安心，因为她知道自己得到了及时的帮助。

Dealing with an Emergency

A few months later, their second daughter was born, but Mrs. Li had a difficult recovery and experienced mild postpartum depression. Since they had already built a trusting relationship with Dr. Zhang, Mrs. Li didn't hesitate to contact him right away. After understanding her situation, Dr. Zhang not only provided professional psychological advice but also quickly arranged a referral to a psychologist. This made Mrs. Li feel very reassured, as she knew she was getting the timely help she needed.
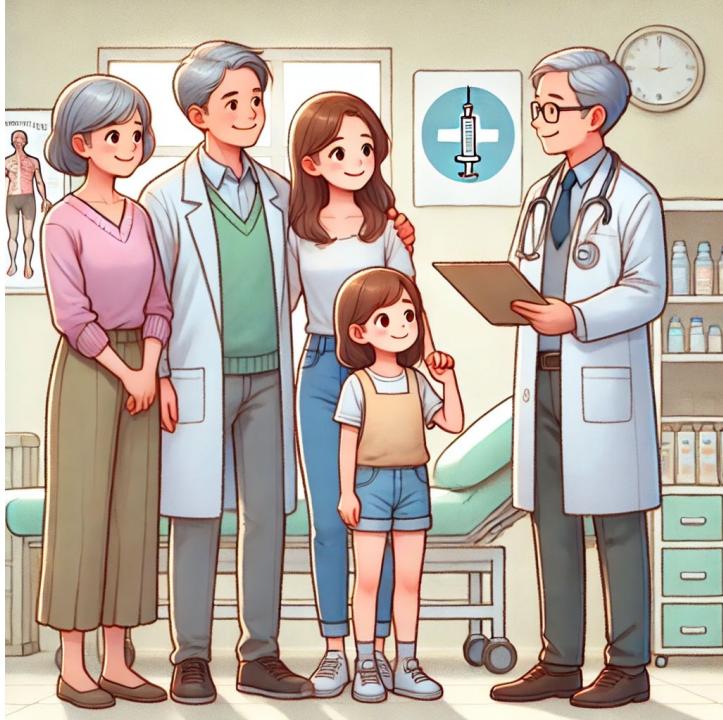
慢病管理

与此同时，李先生的高血压在忙碌的生活中被忽视了。幸运的是，张医生在一次定期体检中发现了这一点，及时调整了他的用药，并建议李先生在饮食和生活方式上做出改变。通过定期跟进和调整治疗方案，李先生的血压很快得到了控制。

Chronic Disease Management

In the meantime, Mr. Li's hypertension had been neglected due to his busy lifestyle. Fortunately, during a routine checkup, Dr. Zhang discovered this issue and promptly adjusted his medication. Dr. Zhang also advised Mr. Li to make changes to his diet and lifestyle. Through regular follow-ups and adjustments to the treatment plan, Mr. Li's blood pressure was quickly brought under control.

长期受益

随着时间的推移，张医生不仅帮助李家应对了各种小病和突发状况，还为他们建立了全面的健康管理计划。她对李家全体成员的健康了如指掌，无论是孩子的疫苗接种，还是李先生的慢性病管理，都能够做出精确的建议。李家逐渐融入了加拿大的生活，尤其是在医疗方面感到非常放心，因为他们知道，遇到任何健康问题，张医生都会给予他们专业的指导和帮助。

Long-term Benefits

Over time, Dr. Zhang not only helped the Li family deal with various minor illnesses and emergencies but also established a comprehensive health management plan for them. She became thoroughly familiar with the health of each family member, offering precise advice on everything from the children's vaccinations to Mr. Li's chronic disease management. The Li family gradually adjusted to life in Canada, feeling particularly reassured when it came to healthcare, knowing that Dr. Zhang would provide them with professional guidance and support whenever they encountered any health issues.

安大略省家庭医生的查找途径
HOW TO FIND A FAMILY DOCTOR IN ONTARIO

1. 通过安大略省医疗联系系统（Using Ontario Health Care Connect）
2. 无预约诊所（Walk-in Clinics）
3. 通过家庭健康团队（Using Family Health Teams）
4. 通过社区健康中心（Using Community Health Centres）
5. 通过朋友及家人介绍（Getting Recommendations from Friends and Family）

安大略省家庭医生的查找途径
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1. 通过安大略省医疗联系系统 (Using Ontario Health Care Connect)

安大略省医疗联系服务是安大略省的一个政府服务，帮助没有家庭医生的居民找到接受新病人的医生。您可以拨打 **1-800-445-1822** 或访问官方网站进行注册。该服务将帮助您找到接受OHIP病人的医生。

Health Care Connect is a government service in Ontario that helps people without a family doctor find one. To register, you can call **1-800-445-1822** or visit their website. The service matches you with doctors who are accepting new patients under OHIP.

https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner

安大略省家庭医生的查找途径
HOW TO FIND A FAMILY DOCTOR IN ONTARIO

2. 无预约诊所 (Walk-in Clinics)

如果您还没有家庭医生，可以去**无需预约诊所**（Walk-in Clinic）进行临时医疗护理。这些诊所不需要预约并接受OHIP。对于无法等待预约的非紧急医疗情况，Walk-in诊所是一个很好的选择。就诊时您可以询问医生他们自己的诊所是否接收新病人。

If you don't have a family doctor yet, you can visit a walk-in clinic for temporary medical care. These clinics do not require an appointment and accept OHIP. Walk-in clinics are useful for non-emergency care when you can't wait for an appointment.

3. 通过家庭健康团队 (Using Family Health Teams)

在安大略省，您还可以通过**家庭健康团队**（FHT）寻找医疗护理。医生、护士和其他医疗专业人员会共同协作，提供协调的护理。您可以通过网络搜索或询问本地诊所来找到附近的FHT。

In Ontario, you can also look for care through a Family Health Team (FHT), where doctors, nurses, and other healthcare professionals work together to provide coordinated care. You can find a local FHT by searching online or asking at a local clinic.

4. 通过社区健康中心 (Using Community Health Centres)

社区健康中心（CHC）是寻找家庭医生的一个非常好的选择，尤其适合那些在获得医疗服务时面临障碍的人群。CHC提供全面的医疗服务，包括家庭医生，特别针对服务不足的社区。许多CHC提供多语言服务，并专注于为边缘化社区提供医疗护理。您可以通过网络搜索或联系您所在地区的公共卫生服务来找到附近的CHC。

Community Health Centres (CHCs) are an excellent option for those looking for a family doctor, especially for people who face barriers accessing healthcare. CHCs provide comprehensive healthcare services, including family doctors, and focus on underserved populations. Many CHCs offer services in multiple languages and are focused on providing care to marginalized communities. You can find a local CHC by searching online or contacting public health services in your area。

安大略省家庭医生的查找途径
HOW TO FIND A FAMILY DOCTOR IN ONTARIO

5. 通过朋友及家人介绍(Getting Recommendations from Friends and Family)

通过朋友和家人介绍也是寻找家庭医生的有效途径。您的朋友、家人或同事可能已经有一位值得信赖的家庭医生，并且该医生可能正在接受新病人。个人推荐能够帮助您找到符合您需求、声誉良好的医生。

Asking friends, family, or colleagues is another effective way to find a family doctor. People you know may already have a trusted family doctor who is accepting new patients. Personal recommendations can help you find a doctor who meets your needs and has a good reputation.

选择家庭医生时需要考虑的因素
DECIDE WHAT YOU ARE LOOKING FOR IN A DOCTOR

1. 位置 （Location）
2. 是否接受新病人 （Accepting New Patients）
3. 语言 （language spoken）
4. 专业经验 （Experience and Expertise）
5. 诊所的服务和设施 （Clinic services and facilities）
6. 工作时间 （Office hours）
7. 诊所的评价和推荐（Clinic Reviews and Recommendations）
8. 医生的沟通风格 （Doctor's Communication Style）
9. 线上护理选项（Virtual care Options）
10. 安大略省健康保险计划覆盖（OHIP Coverage）

更多的了解医生的信息（LEARN MORE ABOUT THE DOCTORS）

1. 通过"安大略省医生与外科医生学院 (CPSO)"网站 (Check the College of Physicians and Surgeons of Ontario (CPSO) Website)
2. 在线评价平台 (Online Review Platforms)
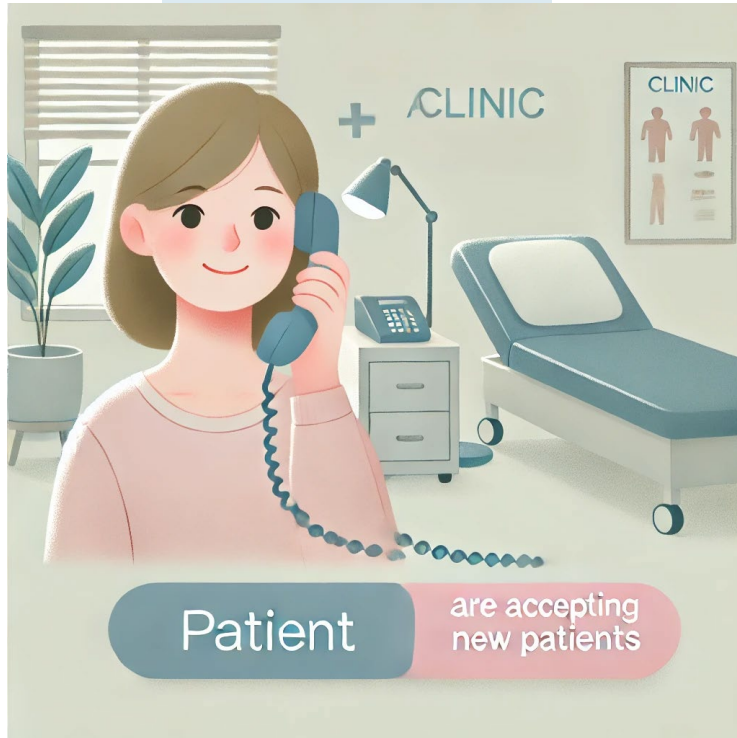   **RateMDs** and **Healthgrades**
1. 向朋友、家人或同事咨询 (Ask Friends, Family, or Colleagues)评价平台 (Online Review Platforms)
2. 通过社区健康中心 (Through Community Health Centres)
3. 通过医生诊所的网站 (Check the Doctor's Clinic Website)
4. 医院或医疗机构推荐 (Hospital or Healthcare Network Recommendations)
5. 通过Health Care Connect (Using Health Care Connect)

RateMDs：https://www.ratemds.com
Healthgrades：https://www.healthgrades.com

场景对话1：医生接受新病人
DOCTOR IS ACCEPTING NEW PATIENTS

Patient (病人): Hello, I'm looking for a family doctor. Is Dr. Lee accepting new patients?

你好，我在找一位家庭医生。李医生接受新病人吗？

Receptionist (接待员): Yes, Dr. Lee is accepting new patients. Would you like to register?

是的，李医生正在接受新病人。您想登记吗？

Patient (病人): Yes, I would like to register as a new patient. What information do you need from me?

是的，我想登记成为新病人。您需要我提供什么信息？

Receptionist (接待员): We will need your OHIP card and a brief medical history. You can bring these when you come for your first appointment.

我们需要您的OHIP卡和简单的病史。您可以在第一次预约时带来这些资料。

Patient (病人): Great! When can I schedule my first appointment?

太好了！我什么时候可以预约第一次看诊？

Receptionist (接待员): We have an opening next Monday at 10 AM. Does that work for you?

我们下周一上午10点有空位。这个时间适合您吗？

Patient (病人): Yes, that works. Thank you!

可以，没问题。谢谢！

场景对话2：医生不接受新病人
DOCTOR IS NOT ACCEPTING NEW PATIENTS

Patient (病人):

Hello, I'm looking for a family doctor. Is Dr. Wang accepting new patients?

你好，我在找一位家庭医生。王医生接受新病人吗？

Receptionist (接待员):

I'm sorry, but Dr. Wang is not accepting new patients at the moment.

抱歉，王医生目前不接受新病人。

Patient (病人):

Oh, I see. Do you know when Dr. Wang will be accepting new patients again?

哦，我明白了。您知道王医生什么时候会再次接受新病人吗？

Receptionist (接待员):

Unfortunately, we don't have that information right now. You may want to check back in a few months.

很遗憾，目前我们没有这方面的信息。您可以几个月后再来询问。

Patient (病人):

Okay, thank you for the information.

好的，谢谢您的信息

场景对话3：医生不接受新病人，但有等待名单
DOCTOR IS NOT ACCEPTING NEW PATIENTS，BUT THERE IS A WAITING LIST

Patient (病人): Hello, I'm looking for a family doctor. Is Dr. Smith accepting new patients?
你好，我在找一位家庭医生。史密斯医生接受新病人吗？

Receptionist (接待员): Dr. Smith is currently not accepting new patients, but we do have a waiting list. Would you like to be added to the list?
史密斯医生目前不接受新病人，但我们有一个等待名单。您想加入这个名单吗？

Patient (病人): Yes, please add me to the waiting list. How long is the wait?
好的，请把我加到等待名单上。等待时间大概多久？

Receptionist (接待员): It's hard to say exactly, but the average wait time is about two to three months.
目前无法给出具体时间，但平均等待时间大约是两到三个月。

Patient (病人): That's fine. Could you please let me know when there is an opening?
可以。请问有空位时能通知我吗？

Receptionist (接待员): Of course. We'll contact you as soon as a spot becomes available. Can I have your name and contact information, please?
当然可以。只要有空位，我们会立即联系您。请告诉我您的名字和联系方式好吗？

Patient (病人): My name is [Your Name], and my phone number is [Your Phone Number].
我的名字是[您的名字]，电话号码是[您的电话号码]。

Receptionist (接待员): Thank you! We'll be in touch.
谢谢您！我们会和您联系。

Patient (病人): Thank you!
谢谢！

Receptionist (接待员): Good morning, Dr. Lee's office. How can I help you?

早上好，这里是李医生的诊所。请问有什么可以帮您的吗？

Patient (病人): Hello, I'd like to make an appointment as a new patient with Dr. Lee.

你好，我想预约成为李医生的新病人。

Receptionist (接待员): Sure, we are currently accepting new patients. I'll need to gather some basic information first. May I have your full name, please?

好的，我们现在接受新病人。我需要先收集一些基本信息。请问您的全名是什么？

Patient (病人): My name is [Your Name].

我的名字是[您的名字】

Receptionist (接待员): Great. Could you also provide your phone number and email address?

好的。您能提供您的电话号码和电子邮件地址吗？

Patient (病人): My phone number is [Your Phone Number], and my email is [Your Email].

我的电话号码是[您的电话号码]，电子邮件是[您的电子邮件]。

Receptionist (接待员): Thank you. What's your date of birth?

谢谢。您的出生日期是？

Patient (病人): It's [Your Date of Birth].

是[您的出生日期]。

Receptionist (接待员): And your address?

您的住址是？

Patient (病人): I live at [Your Address].

我住在[您的住址]。

Receptionist (接待员): Great. Could you also provide your phone number and email address?

好的。您能提供您的电话号码和电子邮件地址吗？

Patient (病人): My phone number is [Your Phone Number], and my email is [Your Email].

我的电话号码是[您的电话号码]，电子邮件是[您的电子邮件]。

Receptionist (接待员): Perfect. Do you have OHIP or private insurance?
非常好。您有OHIP（安大略省健康保险计划）还是私人保险？

Patient (病人): I have OHIP.
我有OHIP。

Receptionist (接待员): Great. I'll need your OHIP card number and its expiration date.
好的。我需要您的OHIP卡号和有效期。

Patient (病人): My OHIP card number is [Your OHIP Number], and it expires on [Expiration Date].
我的OHIP卡号是[您的OHIP卡号]，有效期是[有效期日期]。

Receptionist (接待员): Thank you. Do you have any specific health concerns or issues you'd like to discuss during your first visit?
谢谢您。您有任何特别的健康问题想在第一次看诊时讨论的吗？

Patient (病人):
Yes, I've been experiencing some back pain for the last couple of weeks, and I'd like to get it checked.
是的，我最近几周一直有背痛，我想检查一下。

Receptionist (接待员):
I understand. Dr. Lee will be able to help with that. Let me check Dr. Lee's availability.
我明白了。李医生可以帮您。我来查一下李医生的时间安排。

Receptionist (接待员):
We have an opening next Wednesday at 2 PM. Would that work for you?
我们下周三下午2点有一个空位。这个时间对您合适吗？

Patient (病人):
Yes, that works.
可以，这个时间合适。

Receptionist (接待员):
Great! You're all set. Please bring your OHIP card and any relevant medical records with you to your first appointment.
好的！您已经预约成功了。请您带上您的OHIP卡和相关的医疗记录来第一次看诊。

Patient (病人):
Thank you very much!
非常感谢！

Receptionist (接待员):
You're welcome! See you next Wednesday.
不客气！下周三见。

今天的作业（TODAY'S HOMEWORK）

1. 练习通过安大略省医疗联系系统 查找您家附近的家庭医生(Practice finding a family doctor near your home through the Ontario Health Care Connect system）

- 安大略省医疗联系服务是安大略省的一个政府服务，帮助没有家庭医生的居民找到接受新病人的医生。您可以拨打 **1-800-445-1822** 或访问官方网站进行注册。该服务将帮助您找到接受OHIP病人的医生。

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- https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner

今天的作业（TODAY'S HOMEWORK）

2. 检索您家附近的社区健康中心 (Search Community Health Centres near your home)

- **社区健康中心** （CHC）是寻找家庭医生的一个非常好的选择，尤其适合那些在获得医疗服务时面临障碍的人群。CHC提供全面的医疗服务，包括家庭医生，特别针对服务不足的社区。许多CHC提供多语言服务，并专注于为边缘化社区提供医疗护理。您可以通过网络搜索或联系您所在地区的公共卫生服务来找到附近的CHC。

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今天的作业（TODAY'S HOMEWORK）

3. 练习今天给出的场景对话 （Practice today's mock conversation)

练习时，可以修改内容，置换内容，拓展，或者采用全新的内容
During practice, you can modify, replace, expand, or use entirely new content.

英文	中文
Family doctor / General practitioner (GP)	家庭医生 / 普通科医生
OHIP (Ontario Health Insurance Plan)	安大略省健康保险计划
Health card (OHIP card)	健康卡（OHIP卡）
Walk-in clinic	无需预约的诊所
Specialist	专科医生
Referral	转诊
Telehealth Ontario	安大略省远程医疗服务
Primary care	初级护理
Wait time	等待时间
Follow-up appointment	复诊预约
New patient registration	新病人登记
Family Health Team	家庭健康团队 (FHT)
Medical history	病史
Symptoms	症状
Medical records	医疗记录
Co-pay	自付费用
Prescription	**处方**
Pharmacy	药房
Walk-in clinic	无需预约诊所
Immunization	疫苗接种
Urgent care	紧急护理
Emergency room (ER)	急诊室
Virtual care	虚拟医疗服务
Telemedicine	远程医疗

常用词汇及短句

找家庭医生 (Finding a Family Doctor)

- Is Dr. [Name] accepting new patients?
[医生名字]医生接受新病人吗？

- I'm looking for a family doctor under OHIP.
我在找一个接受OHIP的家庭医生。

- Can I register as a new patient with Dr. [Name]?
我可以在[医生名字]医生那里登记成为新病人吗？

- Do I need a referral to see a specialist?
看专科医生需要转诊吗？

预约医生 (Making an Appointment)

- I would like to make an appointment for a check-up under OHIP.
我想用OHIP预约一个体检。

- When is the earliest available appointment with Dr. [Name]?
[医生名字]医生最早的可预约时间是什么时候？

- Can I book a follow-up appointment?
我可以预约复诊吗？

THANK YOU

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