



# 医学英语讲座系列

## 如何与医生有效沟通

第二讲：准备您的预约

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# 准备您的预约



1. 列出您的顾虑并按优先级排序

**List and Prioritize Your Concerns**

2. 准备您要携带的资料

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3. 考虑请家人或朋友同行

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4. 计划需要给医生提供的最新信息

**Plan to Update the Doctor**

# 老人看病的文化差异

## CULTURE DIFFERENCE

### 1. 对医生的态度和权威的尊重 RESPECT FOR AUTHORITY AND DOCTORS

**文化上的差异：**在许多亚洲文化中，医生被视为权威人物，病人对医生的意见往往不加质疑。华裔老人可能不习惯主动表达自己的意见或提出疑问，甚至在不完全理解医生的解释时也不愿表示异议。这种“权威文化”可能导致沟通不畅，使患者的真正需求未被表达。

**Cultural Difference:** In many Asian cultures, doctors are viewed as authoritative figures, and patients may not question their opinions. Chinese elderly patients may hesitate to express their concerns or ask questions, even if they don't fully understand the doctor's explanation.

#### **应对建议：**

- 医生或家属应主动鼓励老人提出问题，询问他们是否理解了医生的建议。
- 可以为老人提供清晰、详细的解释，并询问他们是否有任何担忧或疑问，确保他们在做出医疗决策时能够理解所有信息

#### **Solution:**

- Encourage elderly patients to ask questions and confirm their understanding of the doctor's advice.
- Medical professionals or family members should offer clear, detailed explanations and ask if the patient has any concerns or questions.

# 老人看病的文化差异

## CULTURE DIFFERENCE

### 2. 集体主义 VS. 个人主义 (COLLECTIVISM VS. INDIVIDUALISM)

**文化上的差异:** 华裔老人通常受集体主义文化影响较深，他们在做医疗决策时倾向于依赖家人而非个人决定。这与西方社会中强调个人自主决策的医疗文化有所不同。老人可能不愿意自己决定是否接受某些治疗，而是更希望家属一起讨论并作出决定。

**Cultural Difference:** Chinese elderly patients, influenced by collectivist values, may rely more on family for medical decisions rather than making individual choices. This contrasts with Western healthcare cultures that emphasize patient autonomy. Elderly patients may prefer family involvement in decisions about treatment.

#### **应对建议:**

- 医生应理解并尊重这种文化差异，鼓励患者带家人一同参与就诊过程。
- 可以与家庭成员沟通，共同参与讨论医疗方案，以确保老人感到安心，并能做出符合他们文化背景的决策。

#### **Solution:**

- Healthcare providers should respect and accommodate this cultural difference, encouraging patients to bring family members to appointments.
- Collaborate with family members to ensure that the patient feels supported and involved in decisions that align with their cultural values.

# 老人看病的文化差异

## CULTURE DIFFERENCE

### 3. 对病情隐私的态度

#### ATTITUDES TOWARDS PRIVACY AND DISCLOSURE

**文化上的差异：**华裔老人可能不愿意直接讨论敏感的健康问题，如心理健康、性健康或癌症等。对于许多老人来说，这些话题是私密的，甚至羞于谈及。而在西方医疗体系中，医生通常直接询问病人的所有健康状况。

**Cultural Difference:** Chinese elderly patients may be reluctant to openly discuss sensitive health issues, such as mental health, sexual health, or cancer. These topics can be considered private and even shameful to talk about, whereas Western doctors may directly ask about all aspects of health.

#### **应对建议:**

- 医生应尊重老人的隐私意识，在讨论敏感话题时采取更温和的方式。例如，可以先询问老人是否愿意讨论某个特定健康问题，给他们时间和空间。
- 家属也可以帮助医生了解老人的文化背景，以便调整沟通方式

#### **Solution:**

- Doctors should be respectful of this cultural sensitivity and use a gentler approach when discussing sensitive topics. For example, they can ask if the patient is comfortable talking about a specific issue, giving them time and space.
- Family members can also help the doctor understand the patient's cultural background to adjust communication strategies.

# 老人看病的文化差异

## CULTURE DIFFERENCE

### 4. 传统医学与现代医学的冲突

#### TRADITIONAL MEDICINE VS. WESTERN MEDICINE

**文化上的差异：**华裔老人可能更信任中医或传统疗法，如针灸、草药和气功。即使他们接受了现代医学的治疗，仍可能同时使用传统疗法。这可能导致他们不完全遵循西医的治疗方案，或在不告诉医生的情况下使用中药。

**Cultural Difference:** Chinese elderly patients may have more trust in traditional Chinese medicine (TCM), such as acupuncture, herbal remedies, or qigong. Even if they accept Western medicine, they may continue using traditional treatments, which could lead to non-compliance with prescribed Western treatments or using herbal remedies without informing the doctor.

#### **应对建议：**

- 医生应询问病人是否在使用任何中药或传统疗法，确保这些不会与西药产生冲突。
- 可以与患者讨论传统医学与现代医学的不同之处，帮助他们理解如何平衡两者，以确保安全和疗效。

#### **Solution:**

- Doctors should ask patients if they are using any herbal or traditional treatments to ensure that these do not conflict with prescribed medications.
- Discuss the differences between traditional and Western medicine to help patients understand how to balance both for safety and effectiveness.

# 老人看病的文化差异

## CULTURE DIFFERENCE

### 5. 对疾病的认知 (PERCEPTION OF ILLNESS)

**文化上的差异：** 在一些华裔老人的文化中，疾病可能被看作是一种命运或“气”的失衡，而不是细菌或病毒引起的。因此，他们可能更倾向于寻找一种整体的、自然的治疗方法，而非完全依赖西医药物治疗。此外，有些老人可能因为担心成为家人的负担，而不愿意主动提及或治疗他们的疾病。

**Cultural Difference:** In some Chinese elderly patients' cultural views, illness may be seen as a result of fate or an imbalance of “qi” rather than being caused by bacteria or viruses. As a result, they may prefer more holistic or natural treatments instead of relying solely on Western medicine. Additionally, some elders may be reluctant to bring up their health issues out of fear of burdening their families.

#### **应对建议：**

- 医生可以尝试理解患者对疾病的看法，尊重他们的文化背景，同时解释西医的病因及治疗方法。
- 可以提供一个综合的健康管理方案，结合饮食、运动和药物治疗，让患者感到他们的文化信仰得到了尊重。

#### **Solution:**

- Doctors can try to understand the patient's perception of illness, respecting their cultural background while explaining the causes of disease and Western treatment methods.
- Providing a holistic health plan that includes diet, exercise, and medication can help patients feel their cultural beliefs are respected.

# 老人看病的文化差异

## CULTURE DIFFERENCE

### 6. 语言障碍 (LANGUAGE BARRIERS)

**文化上的差异：**语言障碍是老年患者看病时的一个主要问题。许多华裔老人英语水平有限，他们可能难以理解医生的专业术语或描述复杂的症状。此外，他们可能因为语言障碍而感到害羞或不愿表达自己的需求。

**Cultural Difference:** Language barriers are a major issue for elderly Chinese patients, many of whom may have limited English proficiency. They may struggle to understand medical terminology or describe complex symptoms. Additionally, language difficulties may make them feel shy or unwilling to express their needs.

#### **应对建议:**

- 医疗机构可以为华裔老人提供中文翻译服务，或者允许家属帮助翻译。确保信息传递准确非常重要。
- 医生应使用简单、清晰的语言解释病情和治疗方法，避免过于复杂的医学术语。

#### **Solution:**

- Healthcare providers should offer Chinese language interpretation services or allow family members to assist with translation. Ensuring accurate communication is essential.
- Doctors should also use simple, clear language to explain diagnoses and treatments, avoiding overly complex medical terms.



# 实例1. 高血压和糖尿病控制不好的李阿姨

## POORLY CONTROLLED HYPERTENSION AND DIABETES IN MS. LI



李阿姨是75岁的华裔老人，有高血压和糖尿病病史，最近她感觉头晕，乏力，还时常出现视觉模糊。她担心这些症状与她的药物油管，因此约了医生。

**Background:** Ms. Li is a 75-year-old Chinese-Canadian woman with a history of hypertension and diabetes. Recently, she has been experiencing dizziness, fatigue, and occasional blurred vision. She is concerned that these symptoms may be related to her medications, so she scheduled a doctor's appointment.

# 实例1. 高血压和糖尿病控制不好的李阿姨

## POORLY CONTROLLED HYPERTENSION AND DIABETES IN MS. LI

### 1. 列出并优先考虑您的关注点 (LIST AND PRIORITIZE YOUR CONCERNS)

李阿姨在看医生前，列出了以下问题：

- 头晕和乏力：最近一周出现，特别是在早晨起床后。
- 视力模糊：尤其在晚上比较明显，不确定是否与糖尿病有关。
- 担心药物副作用：她正在服用的降压药和降糖药是否导致了这些症状

#### 1. Before the appointment, Ms. Li made a list of her concerns:

- Dizziness and fatigue: Started about a week ago, especially in the mornings.
- Blurry vision: Particularly noticeable at night; she's not sure if it's related to her diabetes.
- Concern about medication side effects: She wonders if her blood pressure and diabetes medications are causing these symptoms.

# 实例1. 高血压和糖尿病控制不好的李阿姨

## POORLY CONTROLLED HYPERTENSION AND DIABETES IN MS. LI

### 1. 列出并优先考虑您的关注点 (LIST AND PRIORITIZE YOUR CONCERNS) 场景对话

**李阿姨:** “阿玲，医生预约要到了，我有些担心，不知道应该先跟医生说什么问题。你觉得我要先提哪方面？”

**Ms. Li:** “阿玲, my doctor's appointment is coming up soon, and I'm a bit worried. I'm not sure which issue I should talk about first. What do you think I should mention?”

**女儿:** “妈，我觉得您可以先提最近的头晕和疲劳，这些会比较影响日常生活吧？再把视力模糊的问题跟医生讲清楚，您最近总说看东西不太清楚。”

**Daughter:** "mom, I think you should start with the dizziness and fatigue since those are affecting your daily life the most. Then explain the blurred vision because you've been saying that it's hard for you to see things clearly lately."

**李阿姨:** “对，这些确实让我很不舒服。不过我在想，药物有没有可能是这些问题的原因？我是不是也应该跟医生说一下我在吃的药？”

**Ms. Li:** "you're right, those have been bothering me a lot. But I wonder if my medications could be causing these issues. Should I also mention what medications I'm taking?"

**女儿:** “嗯，您说得对。您最近吃的降压药和降糖药可能和这些症状有关，医生需要了解。我们也可以把您的用药情况列出来，免得到时候忘记。”

**Daughter:** "yes, you're right. Your blood pressure and diabetes medications could be related to these symptoms, so the doctor needs to know. We can make a list of all the medications you're currently taking so you don't forget."

**李阿姨:** “好，那我们就把头晕、乏力、视力模糊，还有我在吃的药都写下来，跟医生好好说说。”

**Ms. Li:** "okay, let's write down the dizziness, fatigue, blurred vision, and all the medications I'm taking to discuss with the doctor."

# 实例1. 高血压和糖尿病控制不好的李阿姨

## POORLY CONTROLLED HYPERTENSION AND DIABETES IN MS. LI

### 2. 带好相关资料 (TAKE INFORMATION WITH YOU)

李阿姨带上了以下资料：

- 一份她正在服用的所有药物清单，包括降压药、降糖药和维生素补充剂。
- 最近的血糖和血压监测数据，显示过去两周的波动情况。
- 最近的血液检查结果，其中包括她的血糖水平和肾功能检测报告。

#### **Ms. Li brought the following information:**

- A list of all her current medications, including her blood pressure and diabetes medications, along with vitamin supplements.
- Her recent blood sugar and blood pressure readings, showing fluctuations over the past two weeks.
- Recent blood test results, including her blood glucose levels and kidney function report.

# 实例1. 高血压和糖尿病控制不好的李阿姨

## POORLY CONTROLLED HYPERTENSION AND DIABETES IN MS. LI

### 2. 带好相关资料 (TAKE INFORMATION WITH YOU) 场景对话

**李阿姨:** “我知道医生肯定要看我最近的药单，那我们还需要带些什么呢？”

**Ms. Li:** "I know the doctor will definitely want to see my medication list. What else do we need to bring?"

**女儿:** “妈，除了药单，我觉得您最近的血压和血糖监测数据也很重要。医生可以看看过去一段时间的数值，这样能更好地调整药物。”

**Daughter:** "mom, besides the medication list, I think your recent blood pressure and blood sugar readings are important. The doctor can see your numbers over the past few weeks and make adjustments to your medications accordingly."

**李阿姨:** “对，我这几天血糖好像有点不稳，那我把这两周的血糖记录带上。另外，上次检查的结果还需要带吗？”

**Ms. Li:** "yes, my blood sugar has been a bit unstable recently. I'll bring my blood sugar records from the last two weeks. Should we also bring the results from the last test?"

**女儿:** “是的，妈，您带上上次的血液检查报告，尤其是血糖和肾功能的那部分。医生能看到这些结果，可能会帮助他们判断问题的原因。”

**Daughter:** "yes, mom. You should bring the results from your last blood test, especially the part about your blood sugar and kidney function. The doctor might be able to use those results to help figure out what's causing the issues."

**李阿姨:** “好的，我还带上ohip卡和体检报告，省得医生要的时候我找不到。”

**Ms. Li:** "alright, i'll also bring my OHIP card and the health check report so I have everything ready if the doctor needs them."

# 实例1. 高血压和糖尿病控制不好的李阿姨

POORLY CONTROLLED HYPERTENSION AND DIABETES IN MS. LI

## 3. 考虑带家人或朋友陪同 (CONSIDER BRINGING A FAMILY MEMBER OR FRIEND)

李阿姨的女儿陪她一起去看医生。她的女儿不仅帮助翻译医生的建议，还帮助李阿姨记笔记，确保重要的医疗信息被准确理解。李阿姨的女儿也协助提问，确保医生清楚了解她的症状。

### **Ms. Li's daughter accompanied her to the appointment.**

She helped translate the doctor's advice and took notes to ensure that important medical information was accurately understood. Ms. Li's daughter also assisted by asking questions to make sure the doctor fully understood her mother's symptoms.

# 实例1. 高血压和糖尿病控制不好的李阿姨

## POORLY CONTROLLED HYPERTENSION AND DIABETES IN MS. LI

### 3. 考虑带家人或朋友陪同 (CONSIDER BRINGING A FAMILY MEMBER OR FRIEND) 场景对话

**李阿姨:** “最近我总是觉得头晕，还很疲惫，有时候看东西也模糊，我不确定是不是药物引起的。”

**Ms. Li:** "lately, I've been feeling dizzy and very tired, and sometimes my vision is blurry. I'm not sure if it's because of my medications."

**医生:** “嗯，我明白。这些症状持续了多久了？另外，您最近的血糖和血压怎么样？”

**Doctor:** "I see. How long have these symptoms been going on? And how have your blood sugar and blood pressure been lately?"

**女儿:** “医生，我们带来了她最近的血糖和血压记录，您可以看看。”（递给医生）

**Daughter:** "doctor, we brought her recent blood sugar and blood pressure records for you to take a look at." (Hands the records to the doctor)

**医生:** “很好，我会看看这些记录，看看是否与药物有关。”

**Doctor:** "great, I'll review these and see if there's any connection to her medications."

# 实例1. 高血压和糖尿病控制不好的李阿姨

## POORLY CONTROLLED HYPERTENSION AND DIABETES IN MS. LI

### 4. 计划如何向医生更新病情 (PLAN TO UPDATE THE DOCTOR)

李阿姨向医生汇报了她最近的症状，并告诉医生她对药物副作用的担忧。医生根据她提供的信息调整了她的降压药，并建议她做一次眼科检查以确定视力问题是否与糖尿病有关。

Ms. Li updated the doctor on her recent symptoms and expressed her concerns about possible medication side effects. The doctor adjusted her blood pressure medication and recommended an eye exam to check if the vision issues were related to her diabetes.



# 提供全面就诊信息

## 病史记录和症状日志

- 患者应详细记录其既往病史，包括所有已确诊的慢性疾病、家族病史、以及相关的手术或住院记录。同时，患者应保持一个症状日志，记录每日的症状变化、用药情况、副作用及其严重程度。
- **英文:** Patients should maintain a detailed medical history, including all diagnosed chronic conditions, family history, and related surgeries or hospitalizations. They should also keep a symptom log, documenting daily symptom changes, medications taken, side effects, and their severity.

## 药物清单

- 提供一份详细的当前药物清单，包含所有处方药、非处方药、草药和补充剂。药物的剂量、频率、以及任何调整或副作用都应记录在案。
- **英文:** Provide a detailed list of current medications, including prescription drugs, over-the-counter medications, herbal remedies, and supplements. Record the dosage, frequency, any changes, and any side effects experienced.

# 提供全面就诊信息

## 检查报告和检验结果

- 收集和保存所有的检验结果和检查报告，包括血液检测、影像学检查、心电图等。定期向医生提供最新的检查结果，帮助他们掌握疾病进展情况。
- **英文:** Gather and maintain all test results and reports, including blood tests, imaging studies, and EKGs. Regularly provide the doctor with updated results to help them monitor disease progression.

## 生活方式与习惯记录

- 患者应记录饮食、运动、睡眠和心理健康等方面的生活方式信息。这些信息可以帮助医生调整治疗方案，更好地控制慢性病。
- **英文:** Patients should document their lifestyle habits, such as diet, exercise, sleep, and mental health. This information can help doctors adjust treatment plans and better manage chronic conditions.

# 提供全面就诊信息

## 既往治疗方案反馈

- 对以前的治疗方案的反应，包括药物疗效、不良反应和任何治疗失败，应该与医生沟通清楚。这有助于医生调整后续的治疗计划。
- **英文:** Feedback on past treatment plans, including the effectiveness of medications, adverse reactions, and any treatment failures, should be communicated clearly to the doctor. This helps the physician adjust future treatment strategies.

## 定期就诊和随访

- 患者应定期与医生保持联系，按时进行随访，更新其健康状况及治疗效果。这使医生能够根据患者的最新状况，及时调整治疗计划。
- **英文:** Patients should maintain regular contact with their doctor and attend follow-up appointments to update their health status and treatment outcomes. This allows the doctor to adjust the treatment plan based on the most current information.

# 今天的作业1 (TODAY'S HOMEWORK)

- **1. 给“4.计划如何向医生更新病情 (Plan to Update the Doctor) ”配上对话, 李阿姨和医生至少各两句**
  - 李阿姨向医生汇报了她最近的症状, 并告诉医生她对药物副作用的担忧。医生根据她提供的信息调整了她的降压药, 并建议她做一次眼科检查以确定视力问题是否与糖尿病有关。
  - Ms. Li updated the doctor on her recent symptoms and expressed her concerns about possible medication side effects. The doctor adjusted her blood pressure medication and recommended an eye exam to check if the vision issues were related to her diabetes.
- **Homework:** Create a dialogue for “4. Plan to Update the Doctor”, include at least two lines each for Ms. Li and the doctor.

# 今天的作业 (TODAY'S HOMEWORK)

## 2. 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.

THANK YOU



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