Facultad de Ciencias Médicas de Sagua la Grande

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3er año Medicina. Segundo semestre.

Estudiantes: En este material encontrarás instrucciones para el estudio de las unidades correspondientes al segundo semestre. Al final de cada unidad deben entregar un trabajo para ir evaluando los conocimientos y habilidades adquiridas, como actividad final deben entregar un trabajo acerca de la medicina natural y tradicional (Herbal Medicine) que debe tener la siguiente estructura: Introducción, desarrollo, conclusiones, anexos y bibliografía. Deben hablar de la M N T en general, y luego poner ejemplos de algunas con sus usos más recomendados .En los anexos, fotos de esas plantas explicadas en el trabajo. El desarrollo debe tener como mínimo una cuartilla.

Try to use as much communicative functions as you can from the ones studied during the entire semester.

Second Semester: English VI

**Unit 7: Proper service: Pros and Cons (advantages and disadvantages)**

Aims: To describe advantages and disadvantages

To agree and disagree.

To argue.

To persuade someone about something.

To tell up-to-date news and to describe actions that started in the past and continue until the present using the present perfect tense.

**Language focus:**

PRESENT PERFECT

Yes-No questions and short answers

Have I/ you/we/they met Roger? Yes, I/you/we/they have

No, I/you/we/they haven’t

Has she/he met Roger? Yes ,she/ he has

No,she/ he hasn’t

Information questions

How long have you worked in the hospital? I have worked there for five years

How long have they lived here? They have lived here since 1999.

How long has he/ she wanted to move? He/she has wanted to move since last year.

REMEMBER

Use the present perfect to refer to something that began in the past and continues to the present. FOR or SINCE show the duration of the event.

Use the past tense to refer to an event that was completed in the past.

COMPARE:

I have worked in this school since 2004.(I work here now)

I worked at “Mario Dominguez” school in 2003. (I don’t work there anymore.

You have studied Medicine for three years. (You are still studying Medicine).

You studied Mathematics when you were at 12th grade. (You are not studying Mathematics now)

YOU ALSO USE PRESENT PERFECT TO REFER TO AN UNSPECIFIED TIME IN THE PAST.

Have you seen Titanic? Yes, I have already seen it.

Negative statements to refer to something that didn’t happen in the past might happen in the future:

I haven’t seen Titanic (but I might see it).

REMEMBER that the structure of this tense is

Have/ has + past participle of the verb.

Be(am, is, are) was, were been

Do did done

Go went gone

Have had had

Leave left left

Meet met met

See saw seen

Read read read

Regular verbs ended in ed in past and past Participle.

Dear students, the work group activities should be substituted by individual work, if you want, you can write the answers.

Do exercise 4, pages 90-92

* Now read in this unit about JOBS AND PROFESSIONS, study them and do exercise 5 about pros and cons of some of them including the ones related to the health care system.
* Analyze this paragraph.

The key for proper Customer Service is to have a clear vision of what we want our customers to experience and feel and how we intend to deliver good service to the standard required and in a consistent way.

There is an old saying that states: the “customer is always right” .Do you agree or disagree? Explain. Take into account who your customers are.

Now think about the most common complaints your patients have about the health service, then read exercise 8 page 96, and compare these complaints with the ones your patients have. For example, 4 and 5 are not complaints of our patients, Why not?

Now, read a doctor’s comment on page and say if you agree or not with him.

Now go to page 89 and say which of the factors related to a job are important to you.

Now you must be ready to answer these questions:

-Do you think there is a good customer service in your hospital?

-What do the customers complain about?

-Do you agree with the saying: The customer is always right?

Do exercise 8 on page 94. What do patients in your hospital complain about? Why?

-Write some comments about your last stay in the hospital and your complaints. What would you change if you were the director of the hospital?

\* Read on page 96 about what a good health care professional should do to make his/her customers feel pleased with the customer service

\*Write about a great doctor o, nurse or a health technologist you admire and give reasons.

\*Write a short note to a group of teenagers, who are interested in medicine and explain the pros and cons of this profession. Tell about the things they should do to be good professionals.

Write a letter of complaint to the director of the hospital. You have been in hospital for a week and you feel very disappointed with the health service