

Make a Doctor's Appointment in English - Easy Phone Dialogue!

In These Conversations:

English Grammar Topics

I'd like to + action
May I have...?
Can I get...?

Vocabulary Themes

Describing symptoms with "hurt" and "have"



Telephone Conversation: Making a Doctor's Appointment

-By ALLPlusESL

Listen to the following phone conversation from a patient who is calling the doctor's office to make an appointment to see the doctor.

Characters

- **Patient (Mark)** - calling to schedule an appointment
- **Receptionist (Anna)** - answering the phone at the medical office



Dialogue

Receptionist: Good morning! Thank you for calling Green Valley Medical Clinic. This is Sarah speaking. How can I help you today?

Patient: Hi, yes—I'd like to make an appointment to see the doctor, please.

Receptionist: Of course. I can help you with that. Have you been with us before?

Patient: No, this is my first time.

Receptionist: OK. That's not a problem. We are still taking new patients.

Patient: Oh ok. That's good to know. Thank you.

Receptionist: Of course! May I have your full name?

Patient: Sure. My name is Mark Edwards.

Receptionist: Can you please spell your last name?

Patient: Yes. It's E-d-w-a-r-d-s.

Receptionist: Thank you, and can I get your phone number, please?

Patient: Yes, it's eight, three, two. seven, four, seven. thirty-nine, eighty-four.

Receptionist: Thank you, Mr. Edwards. And, will you be using medical insurance?

Patient: Yes, but I don't know if you accept my insurance plan...

Receptionist: Who is your health insurance provider?

Patient: It's ABC National Health Insurance.

Receptionist: Yes, we do accept that type of medical insurance.

Patient: Oh, good! Thank you!

Receptionist: Sure! And, Mr. Edwards, what seems to be the problem?

Patient: Well... I'm not feeling very well. My back hurts, and I have a really bad headache. Also, my throat hurts, and I think I have a fever.

Receptionist: I'm sorry to hear that. Do you have any other symptoms?

Patient: Yes, actually, I have some body aches, and my stomach hurts a little. I also have a cough that started last night.

Receptionist: And, when did your symptoms begin?

Patient: It's been a couple of days. No, actually, I started feeling like this about 3 or 4 days ago, and the symptoms keep getting worse.

Receptionist: I understand... We can definitely help you. When would you like to come in?

Patient: As soon as possible. Do you have anything available today?

Receptionist: Let me check... Yes, we have an opening today, but the earliest that we can see you is at 4:30 this afternoon. Would that work for you?

Patient: Yes, 4:30 works for me because I get off from work at 4 pm.

Receptionist: Great. I've scheduled you for 4:30 today with Dr. Davis. Please arrive 10 minutes early to fill out some paperwork.

Patient: Okay, thank you. Do I need to bring anything?

Receptionist: Please bring a form of ID and insurance information.

Patient: Got it. Thank you so much.

Receptionist: You're welcome. I hope you feel better soon. We'll see you at 4:30.

Patient: Thank you. See you then.

Receptionist: Goodbye.