

LESSON
01

Greeting and Registering a Patient

CLASS LENGTH · 90 MINUTES

YOUR MISSION

Greet a patient, introduce yourself, take their details at registration and ask why they came.

Greet and introduce yourself

ARABIC	PRONUNCIATION	MEANING
السَّلَامُ عَلَيْكُمْ	<i>as-salaam alaykum</i>	Hello
وَعَلَيْكُمْ السَّلَامُ	<i>wa alaykum as-salaam</i>	Hello in reply
أَنَا الدَّكْتُورُ... / أَنَا الدَّكْتُورَةُ...	<i>ana ad-diktoor... / ana ad-diktoora...</i>	I am Doctor... (man / woman)
أَنَا الْمُفَرِّضُ... / أَنَا الْمُفَرِّضَةُ...	<i>ana al-mumarridh... / ana al-mumarridha...</i>	I am the nurse... (man / woman)
تُفَضِّلُ، إِسْتَرْيَحْ	<i>tfadhdhal, istareeh</i>	Please come in and take a seat
شَّلُونَا؟ / كَيْفَ حَالُكَ؟	<i>shloonak? / kayf haalak?</i>	How are you? (UAE / Saudi)

PRACTISE

Greet a partner as a doctor or nurse. Say your name and your role, then switch.

Take the patient's details

ARABIC	PRONUNCIATION	MEANING
شُو إِسْمُكَ؟ / وَش إِسْمُكَ؟	<i>shu ismak? / wesh ismak?</i>	What is your name? (UAE / Saudi)
كَمْ عُمرُكَ؟	<i>kam umrak?</i>	How old are you?
عِنْدَكَ هُوِيَّةٌ أَوْ إِقَامَةٌ؟	<i>indak huwiyya aw igaama?</i>	Do you have an ID or residence card?
عِنْدَكَ تَأْمِينٌ؟	<i>indak ta'meen?</i>	Do you have insurance?
شُو رَقْمُ تِلْفُونِكَ؟ / وَش رَقْمُ جَوَّالِكَ؟	<i>shu ragm tilifoonak? / wesh ragm jawwaalak?</i>	What is your phone number? (UAE / Saudi)

PRACTISE

Register a partner with a fictional name, age and phone number. Read the number back.

Ask why they came

ARABIC	PRONUNCIATION	MEANING
شُو فَيْكُ؟ / وَش فَيْكُ؟	<i>shu feek? / wesh feek?</i>	What is wrong? (UAE / Saudi)
شُو تَشْتِكِي مِنْهُ؟ / وَش تَشْتِكِي مِنْهُ؟	<i>shu tashtiki minnah? / wesh tashtiki minnah?</i>	What is your complaint? (UAE / Saudi)
أَوَّلَ مَرَّةٍ تَجِي هِنَا؟ / أَوَّلُ مَرَّةٍ تَجِي هِنَا؟	<i>awwal marra tiji hini? / awwal marra tiji hina?</i>	Is this your first visit here? (UAE / Saudi)
عِنْدَكَ مَوْعِدٌ؟	<i>indak maw-id?</i>	Do you have an appointment?

PRACTISE

Ask a partner what is wrong. They answer with one word from the vocabulary page.

Be clear and kind

ARABIC	PRONUNCIATION	MEANING
لَحْظَةً لَوْ سَقِمْتُ	<i>lahdha law samaht</i>	One moment, please
عِيدٌ لَوْ سَقِمْتُ	<i>eed law samaht</i>	Please say that again
شَوِيَّ شَوِيَّ لَوْ سَقِمْتُ	<i>shway shway law samaht</i>	Slowly, please
لَا تَخَافْ، إِنْ شَاءَ اللَّهُ خَيْرٌ	<i>la tkhaaf, in shaa Allah khayr</i>	Do not worry, it will be fine, God willing

PRACTISE

Your partner speaks fast. Ask them to repeat slowly, then reassure them.

Listen and speak

CONVERSATION • At reception • UAE

PERSON	ARABIC	PRONUNCIATION	MEANING
Receptionist	السَّلَامُ عَلَيْكُمْ. تَقْضَلُ.	<i>as-salaam alaykum. tfadhdhal.</i>	Hello. Please come in.
Patient	وَعَلَيْكُمْ السَّلَامُ. عِنْدِي قَوْعِدٌ دَعِ الدُّكْتُورَةَ سَارَةَ.	<i>wa alaykum as-salaam. indi maw-id ma-a ad-diktoora Saara.</i>	Hello. I have an appointment with Dr Sara.
Receptionist	زَيْنُ. شُو إِسْمُكَ؟	<i>zeen. shu ismak?</i>	Okay. What is your name?
Patient	إِسْمِي رَاشِدُ سَالِمٍ.	<i>ismi Raashid Saalim.</i>	My name is Rashid Salim.
Receptionist	عِنْدَكَ الْهُويَّةُ وَبِطَاقَةُ التَّأْمِينِ؟	<i>indak al-huwiyya wa bitaagat at-ta'meen?</i>	Do you have your ID and insurance card?
Patient	إِي، تَقْضَلُ.	<i>ee, tfadhdhal.</i>	Yes, here you are.
Receptionist	مَشْكُورٌ. إِسْتَرِيحْ لَحْظَةً.	<i>mashkoor. istareeh lahdha.</i>	Thank you. Please take a seat for a moment.

CONVERSATION • The nurse takes details • Saudi

PERSON	ARABIC	PRONUNCIATION	MEANING
Nurse	هَلَا. أَنَا الْمُرْصَّة نَوْرَة. وَشْ إِسْمُكَ؟	<i>hala. ana al-mumarridha Noora. wesh ismak?</i>	Hi. I am Nurse Noura. What is your name?
Patient	إِسْمِي فَهَدٌ.	<i>ismi Fahad.</i>	My name is Fahad.
Nurse	كَمْ عُمرُكَ يَا فَهَدُ؟	<i>kam umrak ya Fahad?</i>	How old are you, Fahad?
Patient	أَرْبَعِينَ سَنَةً.	<i>arba-een sana.</i>	Forty.
Nurse	زَيْنُ. وَشْ فَيْكَ الْيَوْمُ؟	<i>zeen. wesh feek al-yawm?</i>	Okay. What is wrong today?
Patient	عِنْدِي صَدَاغٌ مِنْ يَوْمَيْنِ.	<i>indi suda' min yoomayn.</i>	I have had a headache for two days.

CHECK

Who is the first patient's appointment with? How old is Fahad, and what is his problem?

YOUR SPEAKING MISSION

Register a new patient at reception. Greet them, introduce yourself, take their name, age, ID, insurance and phone number, and ask why they came. Do it once with the UAE forms and once with the Saudi forms.

HOMEWORK

Record a 30–45 second voice note introducing yourself to a patient: a greeting, your name and role, and three questions about their details.

☐ I can greet a patient and introduce myself and my role.

☐ I can ask for ID, insurance and an appointment.

☐ I can ask for a name, age and phone number.

☐ I can ask a patient what is wrong.

LESSON
01

Self Study Vocabulary

LESSON 1 • 25 WORDS FOR REVIEW


Use this 25 item list for recognition and gradual review. The live conversation phrases are the priority.

NO.	ARABIC	PRONUNCIATION	MEANING
1	مَرِيضٌ / مَرِيضَةٌ	mareedh / mareedha	Patient, man / woman
2	دِكْتُورٌ / دِكْتُورَةٌ	diktoor / diktoora	Doctor, man / woman
3	مُمَرِّضٌ / مُمَرِّضَةٌ	mumarridh / mumarridha	Nurse, man / woman
4	الِاسْتِغْبَالُ	al-istigbaal	Reception
5	مُسْتَشْفَى	mustashfa	Hospital
6	عِيَادَةٌ	iyaada	Clinic
7	مَرْكَزٌ صَحِّيٌّ	markaz sihi	Health centre
8	مَوْعِدٌ	maw-id	Appointment
9	إِسْمٌ	ism	Name
10	عُمُرٌ	umur	Age
11	سَنَةٌ	sana	Year
12	هَوِيَّةٌ	huwiyya	ID card
13	إِقَامَةٌ	igaama	Residence card
14	جَوَازٌ	jawaaz	Passport
15	تَأْمِينٌ	ta'meen	Insurance
16	بِطَاقَةُ تَأْمِينٍ	bitaagat ta'meen	Insurance card
17	تِلْفُونٌ / جَوَّالٌ	tilifoon / jawwaal	Mobile phone (UAE / Saudi)
18	رَقْمٌ	ragm	Number
19	مِلَفٌ	milaff	Medical file
20	تَارِيخُ الْمِيلَادِ	taareekh al-meelaad	Date of birth
21	جَنْسِيَّةٌ	jinsiyya	Nationality
22	عَنْوَانٌ	inwaan	Address
23	غُرْفَةُ الْإِنْتِظَارِ	ghurfat al-intidhaar	Waiting room
24	أَوَّلَ مَرَّةٍ	awwal marra	First time
25	حَيَّاكَ اللَّهُ	hayyaak Allah	Welcome

1

Sentence 1 _____

Sentence 2 _____

2

My three words _____