

BACCALAURÉAT PROFESSIONNEL

ÉPREUVE ORALE SPÉCIFIQUE – ANGLAIS

**ACCOMPAGNEMENT, SOINS
ET SERVICES À LA PERSONNE**

**SECTION EUROPÉENNE
DURÉE DE L'ÉPREUVE : 20 minutes**

La calculatrice et le dictionnaire ne sont pas autorisés.

WELCOMING A NEW PATIENT

Situation

You work as a care assistant in a Cardiac Care Unit at a Hospital in Dublin. You welcome a new patient, a woman aged 65 with a heart problem.

Task

You are expected to:

- welcome this new patient in her hospital room and insist on the information which could reassure her,
- give her advice about cardiac rehabilitation.

Vocabulary:

to request: demander, solliciter

rehabilitation: rééducation, réadaptation

Your Hospital Room

What's in Your Room

The nursing staff will show you the bed controls and the nurse call system. We provide soap, towels, sheets, hospital gowns and nonslip socks. Ask your nurse for assistance with toiletries or personal grooming needs.



Your bed

You can adjust your bed for sitting up or reclining. Bedside rails have controls for the bed, TV and a nurse call button. If you'd like the room temperature adjusted, ask any member of your health care team.

Communication Board (Whiteboard)

Your room has a white communication board that you can see from your bed. Your nurse will write the names of staff members who will be working with you on each shift, each day. Your nurse will also list your goals and activities for each day. Please review your whiteboard with your nurse.

What is **CARDIAC REHABILITATION?**



Alarms

Each patient room has different alarms for your care and safety. Examples of alarms can include heart monitors, bed alarms or medicine pumps. If no one answers an alarm after a short period of time, please tell a nurse or push your patient call button to request assistance from a member of the clinical team.

TV Services

Health education and basic TV channels are available in your room, including the Continuous Ambient Relaxation Environment ® (C.A.R.E.) channel. This therapeutic tool combines peaceful video scenes of nature with beautiful music. The C.A.R.E. Channel is appropriate for patients of any age, gender or culture. It significantly contributes to improved satisfaction and patient outcomes, and helps create a healing environment for patients, families and staff.

How We Keep Your Room Clean

Hospital staff will routinely disinfect your room and bathroom and follow procedures designed to keep your environment clean, including cleaning the surfaces in your room such as your bed rails and over-bed table.

Environmental Care services are available 24 hours a day, seven days a week. If your room needs additional cleaning, please notify your nurse or press the nurse call button.

Source : https://www.hopkinsmedicine.org/patient_care/patients-visitors/admission-discharge/hospital-room.html