

高雄榮民總醫院臺南分院

第一線服務人員英語會話手冊

彙編單位：人事室

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01 Phrases & Sentences Commonly Used at the Counter of Dept. of Radiology

放射線科

1. Have you had breakfast/lunch ?
有吃早(午)餐嗎？
2. Please do not have breakfast/lunch.
早(午)餐不要吃。
3. Please be present (turn up) at the morning/afternoon on XX (month) XX (day).
請於 月 日上(下)午報到。
4. Please change your pants.
請將長褲換下來。
5. Please change your clothes and only leave your underpants on.
只穿內褲，其他衣服換掉。
6. Please change your upper clothes and take off your underwear.
將上半身衣服連同內衣換掉。
7. Please take off your necklace.
項鍊不要戴。

8. Have you drunk water ?
有喝水了嗎。
9. This examination requires you to drink enough water to fill the bladder.
此檢查需要喝水漲膀胱。
10. Please follow the purple line to wait for the examination at. Room 7-12.
請沿紫色線至第(7-12)室等候檢查。
11. Please follow the red line to register at the CT room.
請沿紅色線至電腦斷層室窗口報到。
12. Please follow the green line to wait for the examination at ultrasound room.
請沿綠色線至超音波室等候檢查。
13. Please take a number first.
請取號碼牌按號碼辦理。
14. Are you allergic to any medicine or injection ?
吃藥或打針會過敏嗎？
15. Would you like to use contrast medium at your own expense ?
是否需要自費使用顯影劑？
16. Please take the examination in order.
按報到順序作檢查。

17. Please pay at the cashier, which located the lobby first and come back.
請先到大廳出納室繳費後再回來。
18. Please come back one week for the report at opd.
一星期後掛門診看報告。
19. Please go back to the doctor for detailed information.
直接回門診請醫師看。
20. Please take off your movable dentures.
請將活動假牙取下。
21. Please remove all your metal belongings.
請將身上所有金屬物品拿起來。
22. Have you had operation before? And where?
是否曾經開過刀？在何部位。
23. You don't need to register on the examination day.
檢查當日不用掛號。
24. Please read the letter of consent carefully and sign it.
請詳讀同意書並簽名。

02 Phrases & Sentences Commonly Used at the Counter of Dept. of Anesthesiology

麻醉科

General Anesthesia

全身麻醉

1. When was the last time you drink or eat ?
甚麼時候開始禁食（沒吃東西、喝水）
2. Have you had surgeries before ?
你有開過刀嗎？
3. Are you allergic to any medicine ?
你對藥物有過敏嗎？
4. Do you have any loose tooth or wear dentures ?
你有沒有鬆動的牙齒或戴假牙
5. You will be given an intravenous drip.
為你施打點滴
6. We are ready for anesthesia.
現在準備要上麻醉了
7. Please take a deep breath of the oxygen. You may feel a little dizzy.
這是氧氣請深呼吸，會有些頭暈

Local Anesthesia

半身麻醉

1. Please lie down on your side, bring both knees toward your stomach and head toward chest.
請側躺，膝蓋向肚子彎曲，頭灣向胸前
2. You will be given sterilization.
現在要消毒

After the patient regains consciousness

病患甦醒後

1. Please let me know if you feel unwell.
你有任何不舒服請告術我
2. You will be given the tests of blood pressure, electrocardiogram, and blood oxygen level.
我幫你測量血壓、心電圖、血中含氧量
3. Inform the patient with local anesthesia: wait until you can move your feet to return to the ward.
告訴半身麻醉病患：需等至腳會動後才能回病房

03 Phrases & Sentences Commonly Used at the Counter of Dept. of Pharmacy

藥劑科

General dialogues when receiving medicines 一般領藥對話

1. Do you speak Chinese? Can you read the Chinese instructions?
會說中文嗎？看得懂中文說明嗎？
2. Please wait a moment. I will find another pharmacist who speaks English to explain to you.
等一下，我請另一位英文較好的藥師跟您說明。
3. This is the pharmacy. Would you like to receive your medicine?
藥局就在這裡，您需要領藥嗎？
4. It's not your number yet. Please wait for your number is paged.
領藥號碼還沒到，請依燈號排隊領藥。
5. Please go to the counter of the corresponding odd or even number to receive your medicine.
領藥分單雙號，請至單或雙號櫃檯領藥。
6. Please watch for your number above.
請看上方的燈號。

7. Please pay your bill at the registration & cashier first before receiving your medicine.
請先至掛號收費處繳款後再領藥。
8. Please stand in line or please do not cut in line.
請排隊領藥或請不要插隊。
9. It's not your number yet. Please do not stand in line.
領藥號碼尚未到，請先不要排隊。
10. Please do not stand here. Stand in the line, please.
請不要站在這裡，請往後面排隊。
11. Please do not stand at the counter for disabled patients.
請不要站在行動不便患者的專用領藥櫃檯。
12. Please wait for another five minutes to receive your medicine.
請耐心等候，大約要過五分鐘才可領到藥。
13. This is controlled medicine. Please sign in blank before receiving your medicine.
這是管制藥品，請在空白處簽名後領藥。
14. I'm sorry that the medicine is temporarily run out. Please wait for a while and we will inform you as soon as we get it.
對不起！暫時缺藥，已派人調藥，請稍候，我們會廣播通知。

15. This medicine has changed its brand name, packaging or stopped selling.
該藥品已更換廠牌、已改變包裝或已停用。
16. I'm not sure. You can go back to the ward or clinic and ask your doctor or nurse, and they will help you.
我不大清楚，請回去病房或診間詢問您的醫生或護士，他們會幫您處理。
17. Sorry, I'm in the middle of something. Please wait for a minute.
我在忙，請稍候片刻。
18. You're welcome. It's my job.
不要客氣？這是我的職責。
19. You can receive your medicine first and then pay the fee. But if you forgot to pay your bill, you would not be able to register next time when you come unless you have fulfilled your payment.
可以先領藥再繳費，但如果您忘記繳費，下次將無法掛號，除非已繳清費用。
20. This is the prescription for your discharged medicines. Please go to Satellite Pharmacy to receive your medicine.
這是住院出院帶藥處方箋，請至幾樓病房衛星藥局領藥。

Refill Card Arrangements

慢性連續處方箋作業

21. The Refill Card is for patients with stable condition and medication, and must be authorized by your doctor.

慢性連續處方箋(Refill Card)是給病情及用藥穩定的慢性病患使用，並須經看診醫師開立。

22. Please go to the counter on your left corner to apply for the Refill Card.

請至左手面最角落的櫃檯辦理慢性連續處方箋。

23. Please come here on time or go to the registration & cashier to register and pay before receiving your medicine next time.

下次請按時至本處或本院掛號收費處登錄及繳款後領藥。

24. Please receive your medicine within the time limit.

請於期限內領藥，逾期則不受理。

25. Your Refill Card is used up and we will take it back.

您的慢性連續處方箋(Refill Card)已使用完，要收回。

Medication Guide

用藥指導

26. Please let me tell you how to take the medicine.
請讓我告訴您如何正確服藥。
27. Please take the medicine in the morning, before the meal, after the meal, after the lunch or dinner, or before sleep.
請於早上、飯前、飯後、中、晚飯後或睡前服藥。
28. Please take the medicine at the same time every morning.
請固定每天早上同一時間服用。
29. You can take the medicines with the same instructions at the same time.
用法相同的藥品可同時服用。
30. Please do NOT take these two medicines at the same time.
切莫同時服用這兩種藥品。
31. Apply these two eye drops with a ten minutes interval.
這兩種眼藥水使用應間隔十分鐘。
32. Take the medicine when necessary or in emergency situations.
必要時或緊急時才服用。

33. Take these two medicines with a one-hour interval.
這兩種藥品服藥時間須間隔一小時。
34. This is for external use. Apply to the affected area.
這是外用藥膏，塗抹在患處。
35. This is a mouthwash, and do not swallow.
這是漱口藥水，不可吞服。
36. This is a suppository for external application to be inserted into vagina or anus.
這是陰道或肛門用栓劑。
37. Please dilute the medicine with water to this graduation of the bottle and shake well mixed. Take it according to the doctor's instructions.
請於藥瓶內加水，搖均勻後至此刻度再按醫師指示服用。
38. Please take the anti-fever syrup first when your body temperature is above 38.5°C, and take the antipyretic suppository if above 39°C.
體溫高於 38.5°C 請先服用退燒藥水，若大於 39°C 再使用栓劑。
39. Please call the service number on the drug bag to consult our pharmacist if you have any questions.
遇到問題可隨時撥打藥袋上印有之藥物諮詢專線，我們有藥師為您服務。

40. Please consult our responsible pharmacist at the information counter nearby.

請到旁邊的藥物諮詢窗口詢問，我們有專責藥師為您服務。

41. Are you clear about the instructions ?

針對於我所說的，請問您已清楚如何服藥及注意事項了嗎？

General Administrative Regulations and Direction Guide 一般行政規定及方向指引

42. You are at the wrong place. This is the Emergency, Outpatient or Wards. Please go to the Emergency, Outpatient, or Wards to receive your medicine.

不是這裡，這裡是急診、門診或住院，請至急診、門診或住院大樓領藥。

43. Please go along the yellow footsteps to the Dept. of Radiology for examination.

請沿黃色腳印至放射線部作檢查。

44. The Injection Room is next to the Outpatient on the first floor.

注射室的位置在一樓診間旁。

45. The Laboratory is right there. Go straight and then turn right, and you will see it.

檢驗室在隔壁，前面右轉的正前方。

46. You can go to the Volunteer Service for information you need.
您可以至志工服務檯詢問。
47. The washroom is on the right of the opposite.
廁所在對面靠右邊。
48. What disease does the patient you asked about have? Do you know which ward is he/she in?
您問的病患生什麼病，您知道他住那一個病房嗎？
49. Hold on, please. Let me check the computer first.
等一等，讓我先查看一下電腦。
50. I'm not sure. Please take the elevator and go to the 2nd floor for further inquiry.
我不大清楚，請搭乘電梯到二樓再詢問即可。

04 Phrases & Sentences Commonly Used at the Counter of Dept. of Pathology and Laboratory Medicine

急診檢驗

Phrases & Sentences Commonly Used at the Counter of Emergency Laboratory (I)

急診檢驗室抽血櫃台常用語（一）

1. Sir/Madam, do you need to have a blood draw ?
先生（小姐）請問抽血嗎？
2. Sit down, please. Are you Mr. XXX/Ms. XXX ?
請坐！請問您叫 Mr. XXX (Mrs XXX) 嗎？
3. Roll up your sleeve, please. Clenching your fist/Unclench your fist.
請把袖子捲起來！手握拳頭！（手掌打開）
4. Please press for three minutes and do not rub. Do not release until it stops bleeding.
請壓三分鐘，不要揉，沒流血再放開。
5. This slip is for urine test. Please save the urine in this cup and decant it into the tube to the top.
這是檢驗小便的單子，想要小便時，請留到這杯子再倒到管子，到十的刻度。

6. Then place the urine tube on the rack and leave the test slip on the table.
再把尿液管子插在鐵架上，檢驗單放在桌子上就可以了！
7. This slip is for stool test. Please save a peanut-size amount of stool in this box.
這是檢驗大便的單子，想要大便時，請收集花生米大小到這盒子裏。
8. Leave the slip and box on the table when you're done.
收集好再把檢驗單及糞便盒放在桌上就好。
9. Mr. XXX/Ms. XXX, please go there to take an X-ray after the blood draw.
Mr. XXX (Mrs XXX) 抽好血後，請到對面照 X 光。
10. Mr. XXX/Ms. XXX, please go straight back to your doctor after the blood draw.
Mr. XXX (Mrs XXX) 抽好血後，請直接回診間。
11. Mr. XXX/Ms. XXX, you can either take an X-ray or urine/stool test after the blood draw.
Mr. XXX (Mrs XXX) 抽好血後，您可以先照 X 光或先留小便（大便）都可以！

Phrases & Sentences Commonly Used at the Counter of Emergency Laboratory (II)

急診檢驗室抽血櫃台常用語 (二)

1. Your report will be printed out at your doctor's office in an hour. Please go back to your doctor who will tell you the results.
檢驗報告一小內會在醫師內列印出來，請直接找醫師問報告就好。
2. Mr. XXX/Ms. XXX, you didn't leave enough urine. Please save to the top.
Mr. XXX (Mrs XXX)，這尿液太少了！請留到十的刻度。
3. Mr. XXX/Ms. XXX, please drink enough water and come back later to take the urine specimen.
Mr. XXX (Mrs XXX)，您可以先去喝點開水，等有小便後再拿來！
4. The washroom is right here, or you can go to that one there.
洗手間在那，或者這邊也有。
5. The X-ray room is on the other side.
X光室在對面。
6. The exit is in that way.
出口往那裏走。

7. Please go along the ground directions to
Outpatient Building/Medical Building.
門診大樓（醫療大樓）請依地上指標走。
8. The library is on the sixth floor.
圖書館在六樓。
9. Please take this slip back to the nurse.
請把這張單子拿回去給護士小姐。
10. For Emergency Registry, please go straight and
turn right.
急診掛號請往前走，再右轉。
11. For Emergency Pharmacy, please go straight.
急診藥局請往前走。

05 Phrases & Sentences Commonly Used at the Counter of Dept. of Nursing

護理部

Receiving Inpatients

入院時

1. What can I do for you, sir/madam ?
先生，小姐需要為您服務嗎？
2. This is the nursing station.
這裡是護理站。
3. Is this your first time in hospital ?
你是第一次住院。
4. What is the trouble, sir/madam ?
先生，小姐請問您現在有那兒不舒服嗎？
5. This is ward 102, bed No. 1.
這裡是 W102 病房 1 床。
6. The doctor is coming to see you soon.
等一下醫師來看你。
7. We'll take you to the examination in a moment.
等一下要去檢查。

8. What do you do ?
你做什為工作。
9. How many hours do you work a day ?
一天工作幾個小時。
10. Would you like to have hospital meals,
sir/madam ?
先生, , 小姐請問您是否在醫院訂餐 ?
11. Do you have high blood pressure or diabetes,
sir/madam ?
先生, , 小姐請問您有高血壓, 糖尿病……嗎 ?
12. Are you a vegetarian ? Is there anything such as
beef you don't eat ?
先生, 小姐請問您吃素 ? 或自己本身有其它禁
忌如不吃牛肉的習慣嗎 ?
13. What would you like to have for your lunch and
dinner ?
你喜歡吃怎樣午餐和晚餐。
14. Is there anything that you don't eat ?
你不吃什麼東西。
15. We have porridge and steam bread for breakfast.
早餐有稀飯和饅頭。

16. The meal expense is 180 NT dollars per day.
一天伙食費 180 元。
17. If you have any question about the meals, please feel free to let me know.
如有任何飲食上的問題，可以隨時告訴我。
18. Your meal will be delivered to the ward at X o'clock today. You can pay the expense later when you leave the hospital.
今天 X 點就會有餐送至病房，其費用出院時一起繳。
19. Are you going to have your relative accompany you at night, sir/madam?
先生，小姐請問您夜裡是否有家屬陪同在側？
20. Please get an Accompany Card for your relative. Please write down his/her ID number in this form and sign it.
如有家屬陪同在側請您辦理一張陪伴証並請您在此單簽名及填寫陪伴者之身份証字號。
21. Please do not bring valuables to the hospital, and please take care of your own belongings.
貴重物品請勿帶至醫院，財物請自行妥為保管。

22. Please go to No. XX bed and put on the patient's clothes to rest. Your nurse will go to the ward to take your blood pressure and get some basic information later. Please do not leave the ward for the moment.
請您先至 XX 床休息並換上病患服,您的護理人員稍候會至病床幫您量血壓及問些基本資料,請您先暫勿離開病房。
23. Do you have any questions or need anything from me?
請問您還有任何疑問或需要幫忙的地方嗎?
24. The two-bed ward rate is 1,200 NT dollars per day.
住院兩人房一天 1200 元。
25. Your Health Insurance Card is at the Hospitalization Information Center.
住院健保卡在住院服務中心。
26. You'll be given a blood draw in a moment.
等一下要抽血。
27. This is your resident doctor.
這是照顧你的住院醫師。
28. Here is the locker room.
這裡是衣物間。

29. Here is the garbage bin.
請將垃圾丟這裡。
30. What can I do for you ?
請問有什麼需要幫忙？
31. Please go to the bed and take a rest.
請先到病床休息。
32. This is your caring nurse.
這是照顧你的護士。
33. This is the ward's head nurse.
這是病房護理長。
34. Would you like to have a wheelchair ?
需要做輪椅嗎？
35. The convenience store is on the basement level.
醫院福利社在地下室。

In Hospital 住院中

1. The doctor is in the Operation Room. He's aware of your arrival and will visit you once he's done with the operation. Please ask your nurse if you have any questions.

現在醫師正在手術室，他已知道您到了，下刀後會來探視您，有任何問題可先請教您的護理人員。

2. The patient is being given an examination on the Xth floor, and will return to the ward at about X o'clock.

病患正在 X 樓檢查中，大約 X 點回病房。

3. The patient is having an operation on the 2nd floor. He/she will stay in the Recovery Room for two hours, and return to the ward at about X o'clock.

病患正在 2 樓手術中，先會至 2F 恢復室觀察 2 小時，大約 X 點回病房。

4. What's your relationship with the patient?

請問您是病患的什麼人？

5. Can I have your doctor or nurse to answer you?

我請您的醫生或護理人員告訴您好嗎？

6. Sir/Madam, you have a call from your relative.
Please call back at
先生，小姐您的家屬來電，請您回電，電話是……
7. Sir/Madam, you have a call from XXX. If you need any help, please feel free to let us know.
先生，小姐有 XXX 人來電關照，有任何問題，我們都盡量幫您服務。
8. All of the three insurance-bed rooms are occupied.
We'll do our best to meet your requirements.
You're at No. X and we will inform you as soon as we get an empty bed.
三人健保床因床位不足，您的需要我們都盡量安排，目前您排在第 X 位，一有空床會盡快通知您轉入。
9. This is your payment notice from X(month) X(day) to X(month) X(day). Please make sure you pay your bill at the cashier on the first floor within three days.
這是您 X 月 X 號至 Y 月 Y 號繳費通知單，請您盡量在三日內於上班時間至 1F 出納繳費即可。
10. This is a self-expense item and is not covered by the health insurance.
這是自費項目，健保不給付。

11. Do you have any questions or need anything from me ?
請問您還有任何疑問或需要幫忙的地方嗎？

Responding to Nurse Call

紅燈鈴處理

1. Can I help you with anything ?
請問有什麼事需要協助嗎？
2. No more drips ?
點滴沒了？
3. Does your wound hurt ?
傷口疼痛？
4. Any other troubles ?
其他部位不舒服？
5. Please wait a minute. The nurse is coming over right away.
請稍等一下護士小姐會馬上過去幫您處理。
6. Please stay and they'll pick you up to the operation room. Please use your bathroom.
請先不要離開，手術室要接您了。請先上廁所。
7. Please stay and we'll take you to the examination in a moment.
請先不要離開，待會兒會帶您做……檢查。

8. Mr./Ms. X, please goes to the nurse station. The doctor wants to talk to you on the phone.

X 先生，X 小姐請至護理站醫師要找您聽電話。

Receiving the Visitors

接待訪客

1. May I ask whom are you looking for ? Can I help you ? Are you Mr./Ms XXX ?

請問您找哪位？需要為您服務嗎？是 XXX 先生，小姐嗎？

2. Exit the gate and go straight to W75. Exit the gate and turn left, go straight to the end to W72. Exit the gate and turn left, then go straight to the end, W73 is opposite to (across from) W72.

門口出去後直走是 W75 病房，門口出去後左轉走到底是 W72 病房，門口出去後左轉走到底的對面是 W73 病房。

3. Please go to the living area and wait for a moment. I'll contact your doctor.

請先到日光室稍坐休息，我將聯絡您的醫師前往。

4. Are you looking for Mr./Ms. X ? It's bed No. X. May I show you there ?

你要找 X 先生，X 小姐嗎？在第 X 床,需要我帶您過去嗎？

Leaving the Hospital

出院時

1. Mr./Ms. X, you can go to the nursing station before noon with your Accompany Card to complete the hospitalization discharge procedures.
X 先生，X 小姐可在中午 12 時前帶陪伴証至護理站辦理出院手續。
2. Do you have Health Insurance? Would you like to have a diagnosis certificate when you leave the hospital?
請問您有參加健保嗎？出院時要診斷書嗎？
3. Please bring your diagnosis certificate to Hospitalization Service Center on the first floor for stamp. If you need multiple copies, please ask them to photocopy for you.
請持診斷書至 1F 住服中心蓋章，如需多份，請住服中心影印後再蓋章。
4. Please bring your Discharge Notice to Hospitalization Service Center on the first floor to change your status, and then pay your bill at the cashier on the same floor.
請您持出院通知單先至 1F 住服中心更改身份後再至 1F 出納繳費。

5. First, pay your bill at the cashier on the first floor. Second, go to Hospitalization Service Center to get back your Health Insurance Card. Third, go to the Pharmacy on the seventh floor to receive your medicines for taking back home.

先至 1F 出納繳費後再回住服中心領回健保 IC 卡後回到 7F 藥局領回出院帶藥。

6. Please return your stamped Discharge Notice to the Nurse Station.

請您將辦妥並蓋章之出院通知單繳回護理站。

7. Before you leave the hospital, our nursing staff will give you medication instructions.

在您出院前，護理人員將衛教您出院後之各項注意事項。

8. If you need to leave the hospital after 5:30PM, please pay your bill at the Emergency Registration, get back your Health Insurance Card, and then receive your medicine at the Emergency Pharmacy.

辦理出院如在 5:30 後請至急診掛號處繳費，領回健保 IC 卡並在急診藥局處領藥。

9. Make sure you keep the wound dry. Please give us a call any time you have a question.

傷口隨時保持乾燥，隨時有問題都可打電話聯絡。

10. Please try to have mild food and drink, and avoid spicy food.
飲食盡量採溫和飲食避免刺激性食物為佳。
11. Take care, and don't forget to come back for check-up.
慢走，多保重，記得要回來看門診。
12. Please go to the Volunteers' Room with the application form if you want to borrow any instrument.
借用器材請持借用單至社工室借用。
13. You can go to Well care Health Care Supply on the first floor if you want to purchase any medical instruments.
如需任何醫療器材可至 1F 維康醫療器材選購。
14. Please go to the Gastroenterology office on the second floor of Outpatient Building to set up an appointment with the director through the assistant.
請您至門診大樓 2F 胃腸科辦公室，主任的助理小姐將跟您約診。
15. Would you want a diagnosis certificate when you leave the hospital?
出院時要診斷書嗎？

16. Please bring the Accompany Card and the locker key to the nursing station to complete the hospitalization discharge procedures before you leave the hospital.

出院時請您帶著陪伴証及衣櫃鑰匙至護理站辦理出院手續。

17. Please don't forget to receive the medicine when you leave the hospital.

出院時請記得領藥。

18. Please go to the Hospitalization Information Center to complete the hospitalization discharge process before you leave the hospital.

出院時請到住院服務中心辦理。

19. The total expense is 2,400 NT dollars.

這次住院費共 2400 元。

Sentences & Dialogues Commonly Used at the Outpatient 門診常用會話用語

1. Hello! Come in and sit down, please.

您好，請進，請坐。

2. I'm sorry to have kept you waiting.

對不起，讓您久等，辛苦了。

3. Can I have your Health Insurance Card, Serious Disease Card, Disability Handbook, or Pulmonary Tuberculosis Handbook? I'll arrange the appointment for you as soon as possible.
請將健保 IC 卡、重大傷病卡、殘障手冊、肺結核手冊交給我，將儘快安排您就診。
4. Excuse me, if this is your first-time appointment. Please go to the waiting area to have your blood pressure taken before you see the doctor.
麻煩您，初診病患請先至候診區測量血壓再回診間。
5. Excuse me, if this is your first-time appointment. Please go to the injection room/nursing station to have your height and weight taken before you see the doctor.
麻煩您，初診病患請先至注射室(護理站)測量身高、體重再回診間。
6. Excuse me. Please wait for your number is called.
麻煩您，請依燈號號碼入內看診。
7. I'm sorry because you are late. Please wait a moment for another five numbers.
抱歉，您遲到了，將延後 5 號看診，請稍後。

8. Are you allergic to any medicines ? What are they ?
請問您對藥物會過敏嗎？請問是那一些藥？
9. Thanks! This is your Health Insurance Card. Please go to the registry to pay your bill and receive your medicines in the pharmacy.
謝謝您，這是您的健保 IC 卡，請先到掛號室繳費再到藥局領藥。
10. Your number is.
您的領藥號碼是
11. Please go to the Blood Draw Room of the Outpatient Dept. to take a blood draw, and bring the report back to the doctor's office.
至門診抽血室抽血檢查，並將報告帶回診間。
12. Please take an X-ray check in the Dept. of Radiology on the first floor of Medical Treatment Building and come back to the doctor's office.
至醫療大樓一樓放射線部執行 X 光檢查，再回診間。
13. Please report at the counter on time when it's time for your examination.
請依檢查時間準時向櫃台報到。

14. Please go to the Dept. of Nuclear Medicine on the first floor of Medical Treatment Building to set up the schedule with them after you have paid your bill.

繳費後請至醫療大樓一樓核子醫學科排時間。

15. Please go to the Pulmonary Function Testing Room on the second floor of Medical Treatment Building to set up the schedule with them after you have paid your bill.

繳費後請至醫療大樓二樓肺功能室排時間。

16. Sorry you are late for your appointment and you cannot register. Please make a telephone registration within two weeks ahead of your appointment or register when you come in for the appointment.

抱歉，已超過預約時間，無法幫您掛號，請自行於看診前二星期以電話預約掛號或看診當日現場掛號。

17. I'll transfer you to another department.

將幫您轉科。

18. Please wait for your name to be called.

請等一下，我會叫您的名字。

19. Please go to the Injection Room on the first floor to have an injection.
請至一樓注射室打針。
20. Please go back to the doctor's office No.25 to have an injection.
請回 25 診看診打針。
21. Please go to the Plaster Room at the opposite of Room13 to put on/take off the plaster.
請至 13 診對面石膏室打石膏(拆線)。
22. Blood draw
抽血。
23. X-ray check
照 X 光。
24. Injection
注射。
25. Take the medicine
吃藥。
26. Please go to the Office of General Affairs to get stamped.
請至文書組蓋章。
27. Please go to the Registry to get stamped.
請至掛號室蓋章

28. Please report in at the Operation Room on the second floor on schedule.
請依日期至二樓手術室報到。
29. Please report in at the Hospitalization Information Center of the Medical Treatment Building on schedule.
請依日期至醫療大樓住院服務中心報到。
30. Single, married, divorced, remarried, widowed, widower.
未婚、已婚、離婚、再婚、寡、鰥。
31. Height, weight
身高、體重。
32. Whether or not have taken contraceptive drugs ?
是否使用避孕藥。
33. Whether or not have used condoms ?
是否使用保險套。
34. Whether or not have Intra-Uterus Device (IUD) insertion ?
是否裝置避孕器。
35. Menstrual Period history
月經史。

36. Family history

家族史。

37. Past histories

過去史。

38. Date of first menstrual period, date of last menstrual period, date of the one before last menstrual period, menstrual duration, menstrual interval, menstrual flow, whether or not have menstrual pain, whether or not have non-menstrual bleeding.

初經日期、上次月經期、再上次月經期、持續幾天、週期、流量、是否經痛、是否非月經期間出血。

39. Gravida, Para, number of spontaneous abortions, number of induced abortions, live birth.

胎次、產次、自然流產次數、人工流產次數、活產。

40. What time does the blood pressure measure start?
9:45 (nine forty-five). Please wait a moment.

請問幾點開始量血壓？9:45 開始測量血壓，請稍候。

41. What time does the doctor start to see patients?
9 AM and 2 PM.

幾點開始看診？早上 9 點及下午 2 點開始看診。

42. Where is the Registry ? Go straight and then turn left. It's in the outpatient lobby.
掛號室在哪裡？在往前走再左轉門診大廳。
43. Where is the Blood Draw Room ? It's in the outpatient lobby of the first floor, next to the Pharmacy.
抽血室在哪裡？在一樓門診大廳，藥局旁邊。
44. Where is the Pharmacy ? It's in the outpatient lobby on the first floor.
藥局在哪裡？在一樓門診大廳。
45. Where is the Dept. of Radiology ? Please go along the yellow footsteps. It's on the first floor of the Medical Treatment Building.
放射線部在哪裡？請依地上黃色腳印走，在醫療大樓一樓。
46. How long does a blood transfusion process take ? A bag of 250cc takes about an hour to an hour and half.
輸血需要多久時間？一袋 250CC 血約需 1~1.5 小時。
47. How to ask for an additional Registration ? Please get the Additional Registration Form from the doctor and then register at the Registry.
請問如何加診？加診時請先至診間向看診醫師拿取加診單，再至掛號室掛號。

48. This is your appointment slip for next time.
這是您下次看診時的預約單。
49. Please do not eat or drink for eight hours before examination.
檢查前 8 小時，勿吃任何食物及喝水。
50. Please drink 1,000cc water to fill the bladder and report in at Room 6 of Dept. of Obstetrics and Gynecology.
請喝 1000cc 水脹滿膀胱，再至婦產科 6 診報到。
51. Your Health Insurance Card is required for hospitalization.
住院需要用健保卡。

Sentences & Dialogues Commonly Used in Emergency Cases

急診常用會話用語

1. What is the trouble?
請問您哪裡不舒服？
2. Do you have accompanies?
有家人陪您來嗎？
3. Do you have hypertension, diabetes, or allergy?
過去有沒有什麼疾病？（如高血壓、糖尿病、過敏史）

4. Let me take your blood pressure and body temperature.
我幫您量血壓：量體溫。
5. How long have you been like this ?
這個症狀持續多久了？
6. Have you seen other doctors ?
有到別家醫院看過嗎？
7. Do you have your ID Card (Health Insurance Card) with you ?
請問有沒有帶證件（IC 卡）？
8. Would you like us to contact your relatives ?
需不需要幫您聯絡家屬？
9. How did the traffic accident happen ?
車禍怎麼發生的？
10. Please come here for registration.
請您到這邊掛號。
11. Your condition is grade 2. The doctor is coming to see you in about ten minutes.
您病情檢傷分類屬於第二級，約 10 分鐘內醫師會看到您。

12. Your condition is grade 3. The doctor is coming to see you in about twenty minutes.

您病情檢傷分類屬於第三級，約 20 分鐘內醫師會看到您。

13. Your condition is grade 4. We suggest you go to the Outpatient Department, or the doctor will see you in a few hours.

您病情檢傷分類屬於第四級，建議您看門診，或者須等數小時才能看到您。

14. Please follow the footsteps to the Dept. of Internal Medicine/Surgery/ Pediatrics.

請沿著地上腳印走到（內科、外科、兒科）。

15. Please wait a moment. We have already contacted the doctor.

請稍後我們已經幫您聯絡醫師了。

16. I'll take you to the doctor's office.

我帶您到診間看醫師。

17. Is there any other trouble ?

您還有哪裡不舒服嗎？

18. Please sit here for a moment to wait for your name to be called.

這邊坐請稍後，等會醫師會叫您名字再看診。

19. Here's a cup. Please go to the washroom to save your mid-stream urine for test.
給您這杯子，請您至廁所留取中段小便做檢查。
20. Please follow the red/yellow/green footsteps to the laboratory for blood test.
請沿地上（紅色、黃色、綠色）腳印到檢驗室抽血檢查。
21. You will need blood transfusion. We'll get your blood specimen.
您需輸血治療，我們將為您抽備血。
22. What's your blood type ?
請問您什麼血型？
23. Have you had any allergic reaction to blood transfusion before ?
過去輸血有沒有不良反應？
24. Please take an X-ray check.
請您去做 X 光檢查。
25. Please go to the pharmacy to receive your medicine.
請您到藥局領藥。
26. Please go to the registry to pay your bill.
請您到掛號室結帳。

27. We'll take you for a CT scan, sonogram or gastro scope.
我們將帶您去做(電腦斷層、超音波檢查、胃鏡)。
28. Please go to the registry to complete the hospitalization admission process.
請您到掛號室辦理住院手續。
29. Please pack up your own belongings.
請把隨身用物整理好。
30. We'll take you to the ward.
我們將帶您到病房住院。
31. You will need a surgery.
您病情需要手術治療。
32. We'll put on the surgical gown for you.
我們將為您更換手術衣。
33. Please fill out the operation consent form/examination consent form.
請您填妥(手術同意書、檢查同意書)。
34. This is the Health and Education Sheet (instructions for head injury/ instructions for wound closure after suturing). Please sign your name here if you have no question.
這是衛教單張(頭部外傷注意事項、傷口縫合後注意事項)，請您看看有沒有問題，若沒有問題請在此簽名。

35. Please come back to the Outpatient Dept. for follow up treatment after you leave the hospital.
請您出院後再到門診追蹤。
36. This is your appointment slip. Please come back on schedule.
這是您門診預約單請按時回來看診。
37. Let me pull up the bed rail for you.
我幫您把床欄拉上。
38. I'll give you an intravenous drip or change dressings.
將為您靜脈點滴、傷口患藥。
39. You can turn on and off the bedside lamp.
床頭燈可自行開關。
40. I'll call the doctor here to explain your condition.
我請醫師為您解釋病情。
41. You may go home now. All the reports are normal.
您可以回家了檢查報告都正常。
42. The doctor will set up the appointment with you.
醫師將為您預約門診時間。
43. Let me raise the head of your bed.
幫您把床頭搖高。

44. Your relative is under emergency care. Please wait in the lobby, and we'll look for you if we need anything from you.
家人在急救中，請您在大廳等候如需要時會找您。
45. Please understand this examination will make you a little uncomfortable. So please be patient.
這個檢查會有點不舒服，請您忍耐一下。
46. I am your caring nurse.
我是照顧您的護士。
47. Please let me know if you need anything.
需要時請告知我。
48. Do you need a diagnosis certificate ?
您需要申請診斷書嗎？
49. It shall be processed by the patient or his/her direct relative. It requires a letter of authorization from the patient.
必需病患本人或直系親屬辦理必需有病患委託書才能辦理。

06 Phrases & Sentences Commonly Used at the Counter of Dept. of Medical Administration

醫務企管室

1. The registration time is over. Please go to the Consulting Room to get the Additional Treatment Form.
掛號時間已超過，請至診間拿加診單。
2. I'm sorry the registration is full. Please go to the Consulting Room to get the Additional Treatment Form.
抱歉掛號已額滿，請至診間拿加診單。
3. What seems to be the trouble ?
請問那兒不舒服？
4. What type of clinic do you need for today appointment ?
請問掛什麼科？
5. Please walk along the yellow footsteps to the X-ray room.
若患者問照 X 光在那裡，如何回答。
(如回答向前走地上有黃色腳印，跟著走)
6. Is this your first time to our hospital ?
請問有沒有來過我們的醫院？

7. Do you have your Health Insurance Card, passport or Alien Resident certificate with you ?
您有健保卡？護照？居留証？
8. The Consulting Room is upstairs, downstairs, at the back.
看診間在樓上，樓下，後面。
9. You can apply for pay due, and come here to fulfill the payment tomorrow.
你可以辦理欠繳，明天再來繳費。
10. You can go to the volunteers for help.
有志工可以幫助你。
11. There is ATM in the Medical Treatment Building.
醫療大樓有 ATM。
12. The ward fee is 1,200 NT dollars per day.
病房費用一天要 1200 元。
13. You can recharge your cell phone there ?
那裡可以給手機充電。
14. The pharmacy/laboratory room is there ?
藥局，檢驗室在那裡？
15. Is this your first-time appointment or return appointment ?
請問您是初診或複診？

16. Please go to the Information counter to fill in the first-time appointment form.
請到服務台填寫初診單。
17. Can I have your Health Insurance Card for registration?
請給我你的證件（IC 卡）辦理掛號？
18. Your Consulting Room number is 5-17.
您的診間及號碼是 5 診 17 號。
19. The total fee is 310 NT dollars.
收費是 310 元。
20. Here's your change.
這是找您的零錢。
21. Please go straight for test, urine test or examination, and the pharmacy is on your left.
抽血，驗尿，檢查的地方在前方，藥局在左前方……等。
22. Your next appointment is on July 18th.
下次看診的時間是 6 月 18 日。
23. Can I have your ID and Health Insurance Card?
請把你的身份証和健保卡給我？
24. What's wrong with you?
你是什麼病？

25. Please go to the No. 1 – No. 4 windows for registration first.
請先到對面 1 至 4 號窗口掛號。
26. Please go to the window No. 1-1 to reapply a new registration ID card if you have lost yours.
遺失掛號証可到 1-1 號窗口補發。
27. You need to have an X-ray check.
你要做 X 檢查。
28. You need to take a blood test.
你要做抽血檢驗。
29. Can I help you ?
需要幫忙嗎？
30. Please register first.
請先掛號。
31. Have you registered ?
掛號了沒？
32. Do you have Health Insurance Card ?
有健保卡嗎？
33. Please fill in this form.
請填病歷表。
34. Please wait for your number is paged.
請等待叫號。

35. You have to go to the Emergency Room.
你必須去急診室。
36. You have to be hospitalized.
你必須住院。
37. Please take the medicine according to the instructions.
請依指示服藥。
38. Please do not forget your follow-up appointment.
記住回診。
39. Is there any doctor you prefer to see ?
要指定醫師嗎？
40. Would you like to apply for hospitalization or refund ?
請問要辦理住院或退費？
41. Your ward No. is 36, and bed No. is 3. We need to charge you 3,500 NT dollars additionally for the ward fee. Please sign here if you have no problem.
您的病房是 36 病房第 3 床，須補病房費差額 3500 元，若同意請在此簽名。
42. The wards are all occupied and we've stopped the hospitalization admission for the moment. Please wait for about two hours.
病房目前尚未空出，暫時無法辦理住院手續，請等候二小時。

43. Please go to the cashier right there to pay your bill or refund.
請到隔壁出納繳費或退費。
44. It costs 100 NT dollars for the first copy of diagnosis and twenty dollars for the second and other copies. How many copies would you like?
診斷書第一份 100 元，第二份以後每份二十元，請問要幾份？
45. Your hospitalization procedures are done. Please go to the next room to have your weight and height measured.
住院手續完成，請到隔壁量體重、身高等檢驗。
46. Please take off your shoes before having your height and weight measured.
請脫鞋，再量身高及體重。
47. Sit down, please. Can I have your left/right arm for blood draw?
請坐，請把左（右）手伸出來，準備抽血檢查？
48. Sit down, please. Can I have your left/right hand? I'll put on the ward bracelet for you.
請坐，請把左（右）手伸出來，我為您戴上住院手圈。

49. Please press for five minutes after blood draw. Do not release until it stops bleeding.
抽完血，請壓 5 分鐘，不流血才可放開。
50. Please wait outside. Our staff will take you to the X-ray or ultrasonic check later.
請外面坐一下，等一下還有 X 光，或超音波要做，工作人員將會帶你去做檢查。
51. Please follow me, and I'll take you to check.
請跟我來，我將帶你去做檢查。
52. Please follow me, and I'll take you to the ward to report in.
請跟我來，我將帶你到病房報到。
53. I'd like to have the expense sheet of hospitalization, emergency and outpatient. For which day would you like to have your sheet? It costs 100 NT dollars for each expense sheet of hospitalization and emergency, and 50 dollars for each sheet of outpatient.
我要申請住院、急診及門診費用明細表，請問申請何時的明細表？住院、急診的費用明細表每份 100 元，門診費用明細表每份 50 元。
54. The patient is in hospital. You can pay the diagnosis later when he/she leaves the hospital.
病人目前住院中，現在申請的診斷書費用，待出院時再一併繳費。

55. Please go pay your bill at the cashier and then come back to take the diagnosis or Health Insurance Card.
請先到出納繳費後，再回來取診斷書或 IC 健保卡。
56. The total hospitalization expense is 20,000 NT dollars, including 6,000 dollars for ward, 400 dollars for meals, 2,500 dollars for nursing, 5,000 dollars for self-expense uncovered by health insurance, 6,000 dollars for special materials, and 100 dollars for diagnosis.
住費用總共是 20000 元，包括病房費 6000 元，膳食費 400 元，護理費 2500 元，健保部份負擔 5000 元，特殊材料費 6000 元，証書費 100 元。
57. You haven't paid for the expense on April 20th, 2004. We will add it to today's bill, but sorry we can't give you a separate receipt.
這項費用是上次 93 年 4 月 20 日看診費用未繳，連同這一次門診費用一併繳納，但收據無法分開給。
58. If you have already paid, please bring your receipt to us.
如果你有繳費，請將繳費收據拿來給我們看。

07 Phrases & Sentences Commonly Used at the Counter of Social Work Office

社會工作室

Q1 : How do I schedule an appointment? Can I make a telephone appointment for today? How can I make an appointment through the Internet?

我要預約掛號，該如何辦理？如果我要掛今天的門診，請問是否可電話掛號？網路掛號如何辦理？

A1 : Please call for the operator at 350-7701 from 8:00AM to 5:00PM Monday to Friday, or voice mail system at 342-6000 from 7:30AM to 11:30PM everyday.

請您打人工預約掛號台 3507701、服務時間為週一至週五 8:00~17:00 或電話語音專線 3426000、服務時間為每日 7:30~23:30。

For a walk-in appointment, you have to register in person and no telephone appointment will be taken. Registration is from 8:00AM to 11:00AM for morning appointments, and 8:00AM to 4:00PM for afternoon appointments.

當天門診要現場掛號，你必須來醫院掛號，不接受電話預約，「上午診」之掛號時間為每日 8:00--11:00、「下午診」之掛號時間為每日 8:00~16:00。

For Internet appointments, please visit the hospital website <http://www.vghks.gov.tw/> and follow the instructions for making an appointment. Currently this service is only provided for return-appointments.

網路掛號每日 7：30～23：30 可上網至本院網站 <http://www.vghks.gov.tw/> 掛號即可，限複診掛號使用。

Q2 : Is the Clinic open on the Chinese Lunar New Year, 228 Peace Memorial Day, Dragon Boat Festival, Moon Festival, Double-Ten National Day, Saturdays and Sundays?

請問過年期間、二二八紀念日、端午節、中秋節、雙十節或週六、週日醫院有看診嗎？

A2 : The Clinic is closed on national holidays including the Spring Festival, 228 Peace Memorial Day, Dragon Boat Festival, Moon Festival, Double-Ten National Day, Saturdays and Sundays.

遇政府明訂放假之紀念日及民俗節日，包括過年期間、二二八紀念日、端午節、中秋節、雙十節及週六、週日本院門診休診。

Q3 : How do I ask for the diagnosis?

請問要如何申請診斷證明書？

A3 : Please see your original doctor and ask for the diagnosis. A letter of authorization is required if you ask someone else to be on your behalf.

請您掛原先幫您看診的主治醫師門診，以便醫師開診斷證明。若非病人本人，委託他人來申請要持有當事人之委託書。

Q4 : Where is the Dept. of XXX, Room XXX, XXX Office, Doctor XXX's office?

請問○○○科、○○○診間、○○○檢查檢驗單位、○○○醫師辦公室要往哪兒走？

A4 : Please go along the XX footsteps and go straight (turn left, turn right). Please take the elevator to the Xth floor (the basement).

請沿著○○腳印，向前走（左、右轉）；請搭電梯至○樓（地下室）。

Q5 : What are the office hours of Doctor XXX of XXX Dept.?

請問○○科○○○醫生看診時間為何時？

A5 : Monday to Friday, AM/PM, Dept. of XXX, Doctor XXX, Room XXX, and office hours.

請提供星期一至星期五、上下午、各醫療科、各醫師、各診間、及看診時間等之英文用語。

Q6 : What are the visiting hours of Intensive Care Unit, Pediatric Intensive Care Unit, regular wards, Neonatal Intensive Care Unit, Psychiatric Unit?

請問加護病房、小兒科加護病房、一般病房、病嬰室、精神科病房的探病時間？

A6 : The visiting hours for Intensive Care Unit and Pediatric Intensive Care Unit are from 10:30AM to 11:00AM and from 7:30PM to 8:00PM everyday.

加護病房、小兒科加護病房探訪時間：每日上午 10：30～11：00、晚上 19：30～20：00。

The visiting hours for regular wards are from 10:00AM to 11:00AM and from 7:00PM to 8:00PM everyday.

一般病房探訪時間：每日上午 10：00～11：00、晚上 19：00～20：00。

The visiting hours for Neonatal Intensive Care Unit are from 10:30AM to 11:00AM everyday.

病嬰室探訪時間：每日上午 10：30～11：00

The visiting hours for Psychiatric Unit are from 6:00PM to 8:00PM everyday and 10:00AM to 12:00AM Sunday morning.

精神科病房探訪時間：晚上 18：00～20：00、星期日上午 10：00～12：00。

Q7 : What are the address and web address of your hospital?

請問你們醫院地址、網址？

A7 : Address: 386 Ta-Chung 1st Rd., Kaohsiung City
Zip Code: 813

Web Address: <http://www.vghks.gov.tw/>

地址：高雄市左營區大中一路 386 號

郵遞區號 813

網址 <http://www.vghks.gov.tw/>。

Q8 : What shall I do if the appointment schedule is full?

若掛號預約額滿了要怎麼處理？

A8 : You can make a walk-in appointment at eight o'clock in the morning. Or if you failed, you would have to ask the doctor to give you an Additional Treatment Form during clinical hours.

您可於就診當日上午 8 點現場掛號，若還是沒掛上號，可於看診時間到診間詢問醫師是否可給加診單以便掛號。

Q9 : Did anyone leave my Health Insurance Card, Children's Health Handbook, glasses, umbrella, driver's license, ID card, Honorable Citizen ID Card, wallet/purse, motorcycle/car keys, keys, cell phone, coat here?

我的健保 I C 卡、兒童健檢手冊、眼鏡、雨傘、機（汽）車駕照、身分證、榮民證、錢包皮夾、汽（機）車鑰匙、鑰匙、手機、外套有沒有人送來你們這邊？

A9 : Sorry, we don't have your Health Insurance Card, Children's Health Handbook, glasses, umbrella, driver's license, ID card, Honorable Citizen ID Card, wallet/purse, motorcycle/car keys, keys, cell phone, coat. It might be at the Outpatient Information Center if someone picks it up. You can call extension 5313.

對不起！我們這邊沒有您的健保 I C 卡、兒童健檢手冊、眼鏡、雨傘、機（汽）車駕照、身分證、榮民證、錢包皮夾、汽（機）車鑰匙、鑰匙、手機、外套。若有民眾檢到會送到門診服務處，請您打電話到分機 5313 門診服務處詢問。

Q10 : How do I know which clinic I should visit for my problem?

請問我有○○○症狀應該掛哪一科？

A10 : Please refer to the Dept./Clinic English-Chinese List of Symptoms.

請提供門診各科別症狀中英文對照表。

Q11 : Do you have smoking cessation clinic, weight loss clinic, physical examination, physical examination for senior citizens, dementia clinic, Parkinson's disease clinic, Huntington's disease clinic, beauty clinic, psychosomatic clinic for children and youth, venereal disease clinic, infertility clinic, breast clinic, and paternity test?

請問你們有戒煙治療、減重門診、成人健檢、老人健檢、失智症門診、巴金森氏症、舞蹈症、美容門診、兒童青少年身心門診、性病特別門診、不孕症特別門診、乳房特別門診、親子鑑定檢查嗎？

A11 : For smoking cessation treatment, please see Room 63 of Dept. of Family Medicine on Monday and Wednesday afternoon.

戒煙治療：您可掛星期一、星期三下午的家醫科 63 診戒煙門診。

For weight loss clinic, please see Room 62 of Dept. of Family Medicine on Wednesday afternoon.

減重門診：您可掛星期三下午的家醫科 62 診減重門診。

For physical examination and physical examination for senior citizens, please see Room 59 of Dept. of Family Medicine every morning.

成人健檢、老人健檢：您可掛每日上午的家醫科 59 診。

For dementia, please see Room 19, memory clinic, of the Neurological Institute on Wednesday afternoon.

失智症門診：您可掛星期三下午的神經內科 19 診記憶門診。

For Parkinson's disease and Huntington's disease, please see Room 22, disability clinic, of the Neurological Institute on Tuesday afternoon.

巴金森氏症、舞蹈症：您可掛星期二下午的神經內科 22 診動作障礙特別門診。

For beauty clinic, please see beauty clinic of the Dept. of Orthopedics on Monday, Wednesday and Thursday afternoon.

美容門診：您可掛星期一、三、四下午的整形外科美容門診。

For psychosomatic clinic for children and youth, please see Room 18 of Dept. of Psychiatry on Friday morning.

兒童青少年身心門診：您可掛星期五上午的精神科 18 診。

For venereal disease, please see Room 60, venereal disease clinic on Wednesday afternoon.

性病特別門診：您可掛星期三下午的 60 診性病特別門診。

For infertility, please see Room 6, infertility clinic of Dept. of Obstetrics and Gynecology from Monday to Thursday.

不孕症特別門診：您可掛星期一至星期四的婦產科第 6 診不孕症特別門診。

For breast clinic, please see breast clinic of Dept. of Surgery on Monday, Wednesday and Friday afternoon.

乳房特別門診：您可掛星期一、三、五下午的一般外科乳房特別門診。

For paternity test, please call Division of Immunology and Hematology at extension 2055 for detailed information.

親子鑑定檢查：請直接打電話至免疫風濕科辦公室分機 2055 洽詢相關事宜。

Q12: When does the Outpatient Pharmacy open? How to apply for a Medicinal Chronic Card? What if my Medicinal Chronic Card is overdue?

門診領藥什麼時候開始？如何申請慢性卡？我的慢性卡領藥時間過期了怎麼辦？

A12 : The Outpatient Pharmacy opens at 8:30AM. If you have chronic disease, you can ask your doctor to give you a Medicinal Chronic Card. If your Medicinal Chronic Card is overdue, you'll have to register again and ask your original doctor to give you a new card.

早上 8 : 30 開始領取藥物。如果你罹患慢性疾病，可請主治醫師開立慢性卡；如果慢性卡領藥時間過期您必須重新掛號，請原來的
主治醫師重新開立慢性卡。

Q13 : Do you have night clinic?

請問有夜間門診嗎？

A13 : I'm sorry we don't have night clinic.

對不起！本院沒有夜間門診

Q14 : I'd like to see Pediatric Cardiology today. Can you make an appointment for me?

今天我要掛小兒心臟科，你可以替我掛號嗎？

A14 : I'm sorry. This is the Information Center. If this is your first-time appointment, you have to go to the hospital and register at the Outpatient Registration Counter. If this is your return appointment, please go to the Pediatrics Office on the third floor of the Medical Treatment Building for registration. You can't make a telephone appointment.

對不起！這兒是服務台無法為你掛號，如果是初診病患，需要現場掛號，可至門診掛號櫃檯掛號，如果是複診病患，請到醫療大樓三樓小兒科辦公室現場掛號、看診，無法電話預約掛號。

Q15 : Shall I get an Additional Treatment Form if the schedule of first-time walk-in appointments is full?

初診現場掛號已額滿是否要拿加診單？

A15 : You don't need to get an Additional Treatment Form, as there is no number limit of the first-time appointments (except for Dept. of Psychiatry). You can directly go to the Registry. Since it takes relatively longer time to see a patient at the Psychiatry, you will be rescheduled to a different day if today's schedule is full.

初診病患(除精神科外)不限號，所以不用至診間拿加診單，可以直接去掛號櫃檯掛號，精神科因考量每位病患看診時間需時較長，所以精神科對於初診病患若當日掛號額滿，將安排於他日看診。

Q16 : I would like to take a physical examination due to work reasons. How long does it take to get the report? Do you have physical examination for motorcycle driver's license? Do you have physical examination for automobile driver's license?

因工作需要做體檢，請問多久可以拿到檢查報告？是否有做考機車駕照之身體檢查？是否有做考汽車駕照之身體檢查？

A16 : You will receive the report about a week after the examination. We only have physical examination for motorcycle driver's license, but not for automobile driver's license.

約一個星期左右可以拿到檢查報告。本院只受理考機車駕照之身體檢查，不受理考汽車駕照體檢部分。

Q17 : Can you recommend a doctor for me?

你可以幫我介紹哪一位醫師比較優秀？

A17 : All our outpatient physicians have passed the Occupational Medicine Board Examination, and every one of them is outstanding.

我們門診的醫師都是通過專科醫師考試，每一位醫師都很優秀。

Q18 : How to use the voice mail system to make an appointment?

如何運用語音掛號？

A18 : Please refer to the English user manual for voice mail system.

請提供使用語音掛號流程英文說明。

Q19 : How to get to your hospital by bus?

如何搭公車至貴院？

A19 : Please refer to the English manual of the bus routes.

請提供高雄客運、高雄市公車行經本院之交通路線英文說明。

Q20 : How to be a volunteer?

如何加入志工隊？

A20 : The volunteer team recruits twice a year in April/May and September/October. If you are interested, please leave your name and contacts.

志工隊於每年四、五月及九、十月招募兩梯次志工，你可留下姓名、聯絡電話及地址，以便屆時通知你來面談加入志工行列。

Q21 : Is it true that I can be an organ donor once I've filled out a donor card? I'd like to fill out a donor card.

請問是不是填寫了器官捐贈卡就能捐器官？我想填寫器官捐贈卡。

A21 : The organ donor card is to allow people to declare their wishes to donate organs under the circumstances when the physician determines their brain death. However, in addition to the donor's wish for donation, his/her relatives also

have to sign a letter of consent in order for the donation to be performed. The organ donor card is basically of no legal constraint, but only declares a person's wish, which is eligible to be changed.

器官捐贈同意卡的主要目的，是讓民眾表達在醫師宣判腦死的狀態下同意做器官捐贈的意願，但除了本人的意願外、也必須在家屬簽署器官捐贈同意書後，才能進行器官捐贈。原則上器官捐贈同意卡是屬於意願的表達，並沒有法律上的約束力。因此若改變了器官捐贈的意願也沒有關係。

You can fill out the application form and get a donor card immediately at the Information Counter of Medical Treatment, Outpatient and Emergency.

可於本院醫療、門診、急診等三處服務台申請器官捐贈卡，填妥個人基本資料後，立即可取得器捐卡。