In the waiting room

1 Waiting to see the dentist

The six people below are in waiting rooms at different dental practices. Read and listen to what they have to say. Who or what are they waiting for?

- Stuart O’Connell: I had an accident at work this morning and knocked one of my teeth out. It’s very painful! I’m just happy that my dentist was able to fit me in today.

- Jasminder Shastri: My tooth started to hurt about two weeks ago and I was in more and more pain. So I came to the dentist’s last week and he examined me. He found a small crack in one of my fillings but he didn’t have time to do the work then, so I had to come back again for the dentist to do more work.

- Karolina Bartolski: I broke the top off one of my front teeth years ago when I was a teenager. I had a replacement put on at the time, but it came off on Friday. I had a gap in my front teeth all weekend – it was so embarrassing! I can’t wait to get the new one fitted so I look normal again!

- Susie Chong: I usually come every six months, but I missed my last appointment. I just forgot all about it, so I made a new appointment. I think it’s really important to have regular check-ups.

- Paul Smith: I come every six months to see her. She cleans and polishes my teeth and gives me a really good interdental cleaning – which I think is important. I don’t think it is enough only to have regular check-ups with your dentist.

- Arthur Lomas: When I was young we didn’t clean our teeth every day like kids do now – so a lot of them went bad. I don’t have many of my own teeth left now. My dentist took three more out a month ago and I’m here to have the false ones fitted today.

2 Working with words

Look again at what the six patients said and write down all the verbs that are in the simple past tense. Then make a table in your exercise book like the one below.

<table>
<thead>
<tr>
<th>Simple past</th>
<th>Infinitive form</th>
<th>German</th>
</tr>
</thead>
<tbody>
<tr>
<td>had</td>
<td>have</td>
<td>haben</td>
</tr>
</tbody>
</table>
**SIMPLE PAST** (Die einfache Vergangenheit)

1. I **missed** my last appointment.
2. My dentist **took** three teeth out last week.
3. My dentist **was able to fit** me in today.
4. We **didn’t** (= did not) **clean** our teeth every day.
5. When **did** Stuart **make** his appointment?

- Das *simple past* wird für Handlungen gebraucht, die in der Vergangenheit völlig abgeschlossen wurden (oft mit Signalwörtern wie *last week, yesterday, ago* usw.) (2)
- Bei regelmäßigen Verben bildet man das *simple past*, indem man -(e)d an die Grundform anfügt. (1)
- Die Frageform wird mit *did* (+ Grundform) (5), die Verneinung mit *didn’t* (+ Grundform) (4) gebildet.

Eine Liste der unregelmäßigen Verben befindet sich auf Seite 94.

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### 3 Practice

**Complete the dialogue with the simple past form of the verbs. Be careful of negatives and questions. Then listen to the CD to check your answers.**

**Dental nurse**

Hello, good morning Ms Stein. Is this your **first visit** to our practice?

**Mrs Stein**

Yes, it is. I **move**¹ to the town last year.

**Dental nurse**

Oh really? And where **you** **live**² before?

**Mrs Stein**

In Glasgow.

**Dental nurse**

Oh right. And when **be**³ your last visit to the dentist?

**Mrs Stein**

I **go**⁴ to the dentist about a year ago.

**Dental nurse**

A year ago?

**Mrs Stein**

I’m afraid I **not/have**⁵ any time, so I **not/be**⁶ able to make an appointment before now.

**Dental nurse**

That’s OK. **do**⁷ any work during your last visit?

**Mrs Stein**

No, I **not/have**⁸ any fillings. It **be**⁹ just a check-up.

**Dental nurse**

That’s good. And how are your teeth now? Any problems?

**Mrs Stein**

Well, one of my teeth **start**¹⁰ to hurt about four weeks ago. When I **brush**¹¹ my teeth, my gums sometimes **begin**¹² to bleed. My teeth are also very sensitive to hot and cold now.

**Dental nurse**

That’s fine. The dentist will have a good look at them. Please take a seat in the waiting room.

### 4 Asking for missing information

**Student A** turn to file 3 on page 77. **Student B** turn to file 8 on page 79. Ask each other for the missing information on the two record cards. Use questions in the simple past and take notes in your exercise book.
5 Parts of a tooth

A dental hygienist is explaining the structure of a tooth to an English-speaking patient. Match the words to the drawing.

blood vessel | bone | crown | dentine | enamel | gum | nerve | root

Now use the words to complete these sentences.

1. ... is the white outside of the tooth and the hardest part of the body.
2. The ... is the name for all of the tooth that is above the gum.
3. Most of a tooth is a cream-coloured, hard material called ...
4. A ... carries blood to the pulp and gums.
5. A tooth is fixed in the tooth socket in the ... of the jaw.
6. The part of the tooth below the gum is called the ....
7. We can feel the pain in a tooth because of the ...
8. The ... is the soft pink tissue around the tooth.

6 Quiz

Use the words below to answer the questions and then match them to the diagram.

central incisors | lateral incisors | canines | first premolars | second premolars | first molars | second molars | wisdom teeth

h g t e d c b a a b c d e f g h

1. What is the name for your two front teeth?
2. These teeth are usually the last ones to break through. What are they?
3. These are the teeth between the canines and the molars.
4. You could have twelve of these in total. What are they?
5. They are usually your longest teeth and you have four of them.
6. They are on each side of your two front teeth.

7 Working with words

Work with a partner. Think of one of the words from the vocabulary lists in exercises 5 and 6. Try to guess the word by asking Yes/No questions.
8 Finding out what’s wrong

Read the descriptions of the four diseases below and match them to the illustrations.

1. A disease of the gums that can lead to soreness, swelling and bleeding. It can also cause loose teeth as bone and gums recede.
2. This disease attacks the enamel and dentine of the tooth. It leads to decay and cavities that cause toothache and, if untreated, the loss of the tooth.
3. This is the build-up of plaque on the tooth. The rough surface of the plaque makes it easier for stains to stick to the tooth and it becomes discoloured. It can also lead to damage to the gingiva.
4. The teeth often look fine but the gums can be very red and swollen and they sometimes bleed during brushing. Sometimes it may also lead to mouth sores.

9 Making a diagnosis

Work with a partner. Student A turn to file 4 on page 78. Student B turn to file 9 on page 80.
10 The dentist’s chair

Work with a partner: Find these things in the photo.

- foot control
- cart unit
- light
- headrest
- armrest
- seat
- control panel
- cuspidor

I can’t find the ... Can you see it?

behind | in front of | next to | below | above | to the left of the ...

11 Preparing a patient for treatment

Work with a partner. An American comes to Lena’s dental practice for the first time. Role play a dialogue between her and the patient.

Lena

1 Begrüßen Sie die Patientin/den Patienten und fragen Sie, wie es ihr/ihm geht.

3 Bitten Sie die Patientin/den Patienten, auf dem Stuhl Platz zu nehmen. Fragten Sie, ob sie/er Probleme mit den Zähnen hat.

5 Bitten Sie die Patientin/den Patienten, sich zurückzusetzen und sagen Sie, dass Sie den Stuhl jetzt niedriger machen.

7 Sagen Sie, dass Sie ihr/ihm jetzt das Lätzchen umhängen.

9 Zeigen Sie der Patientin/dem Patienten, wo das Wasser zum Ausspülen steht.

Patient (Mr/Mrs ...)

2 Begrüßen Sie Lena und sagen Sie, dass es Ihnen gut geht.

4 Erklären Sie Lena, welches Problem Sie mit Ihren Zähnen haben.

6 Sagen Sie, das ist o.k.

8 Sagen Sie, das ist o.k.
1 The waiting room

Read this magazine article about waiting rooms.

Waiting room blues

I thought I would pass out from the pain. I was in the waiting room of the Emergency Department at the Dental Hospital. I sat down in the crowded unwelcoming room with my ticket and looked at the faces of my fellow patients – not one of them looked in as much pain as I was. I wanted to find out exactly what was wrong with them all and whether their problem was really an emergency. Waiting rooms really bring out the worst in me, along with driving. And queuing. Oh, and supermarkets.

As ever, the magazines on the table were all hopelessly out of date. Next to me, a man read a newspaper. I did what most people do, and looked over his shoulder to read it. It’s funny how the news is always so much more interesting in someone else’s paper.

Behind me a child and his mother sat playing a very loud game on a mobile phone. Making such a noise in my ear when my tooth, cheek and head are in agony was kind of rude. I wanted to turn round and ask to them stop. But I didn’t of course. I just sat there angry and putting up with it in a polite British kind of way.

Then it happened. They ... called ... me ... in!!! I grabbed my bag, stood up, and made my way to The Room. The dentist poked around in my mouth and asked me questions (I can’t answer with your hand in my mouth!!). He said I would probably need my tooth out, but first I would need an X-ray. He then sent me upstairs to the radiology department. To the waiting room. To wait. Nooooooooooo!

2 Working with the content

Are these statements are true or false? Correct the false statements.

1 The writer had an appointment with the dentist.
2 The waiting room was a comfortable place.
3 She had to wait for the number on her ticket to be called.
4 She was worried about the other patients’ problems.
5 She found a magazine to read.
6 She asked the mother and child to stop their game.
7 The dentist finally took her tooth out.

3 Activity

Arbeiten Sie in Gruppen. Ihr Chef/Ihre Chefin hat Sie und das Praxisteam gebeten, Ideen zu sammeln, wie man das Wartezimmer schöner machen kann. Wie könnte man das Aussehen des Wartezimmers verbessern und das Warten für die Patienten so schön wie möglich gestalten?