Contents

1			
	A new patient	Dealing with new patients Making appointments	6
		Recording patient information for record files (1)	
		be, can, have got	
		Extra Material: NHS Dentistry in England	
2			
	At the practice	Describing rooms and their functions	12
		Describing people and their jobs	
		Identifying dental equipment and supplies (1)	
		Giving directions (1)	
		simple present	
_		Extra Material: Training in the UK	
3			
	In the waiting	Preparing for an examination	18
	room	Explaining dental terms to patients	
		Finding out what's wrong	
		Preparing a patient for treatment	
		simple past	
4		Extra Material: The waiting room	
4.	A check-up	Giving directions (2)	24
		Recording patient information for record files (2)	24
		Asking questions	
		Filling in a dental base chart	
		present continuous	
		Extra Material: Dental insurance	
5		Latu mutitu, Denui insuluite	
-	Having a filling	Identifying common symptoms of medical conditions	30
		Dealing with foreign patients	
		Identifying dental equipment and supplies (2)	
		Explaining different types of fillings	
		present perfect	
		Extra Material: The dangers of teeth whitening	
6			
	Communication	Understanding patient needs	36
		Reassuring anxious patients	
		Dealing with young children	
		modal verbs	
		Extra Material: Preparing for a child's first dental visit	

7.			
	Prosthetic	Preparing a dental impression	44
	treatments	Taking an X-ray	
		Preparing for a crown	
		the future	
8		Extra Material: Teeth jewellery	
0	Prevention	Giving advice about a healthy diet	52
		Giving information about dental hygiene	
		Explaining interdental cleaning and products	
		Preparing a dental questionnaire	
		if-clauses (type 1)	
		Extra Material: Gum disease	
9			
	An emergency	Recognizing some common medical symptoms	60
		Responding to a medical emergency	
		Dealing with a faint	
		Recognizing the symptoms of a heart attack	
		adjectives and adverbs	
0		Extra Material: Women and heart disease	
0	Applying for	Discussing personal characteristics	68
	a job	Finding the right job	
		Writing a letter of application	
		Writing a Curriculum Vitae (AE: resumé)	
		Preparing for an interview	
		simple past /present perfect	
		Extra Material: Working in the UK	
_		Latra Material. Working in the OK	
	Appendix	Copymaster: Dental base charts 76	
		Pairwork files 77	
		Transcripts 81	
		Talking about numbers 90	
		Talking about measurements 91	
		Talking about times and dates 92	
		Telephone phrases and the alphabet 93	
		Common irregular verbs 94	
		Basic word list 95	
		Unit word list 98	
		Alphabetical word list 116	
		Quellenverzeichnis 128	
		Quenemerzerennis 120	