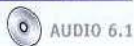


# Is there a doctor on board?

## SPEAKING

- 1** Work with a partner or in small groups. Discuss these questions.
- What kinds of accident requiring medical attention can happen to both cabin crew and passengers on a flight? Make a list.
  - What is the worst on-board accident you have seen or experienced?
  - What first aid are you qualified to carry out? What are you not qualified or not allowed to do?

## LISTENING



AUDIO 6.1

- 2** Listen to flight attendants Leila and Hemal dealing with an on-board accident and answer the questions.

- 1 Who has been injured?
- 2 What kind of injury does the person have?
- 3 What caused the accident?
- 4 What does Leila ask the male passenger to do?
- 5 What does Leila ask Hemal to do?



AUDIO 6.2

- 3** Listen to what happens next and answer the questions.

- 1 Who is the injured passenger travelling with?
- 2 How is she feeling?
- 3 What does Leila offer her?
- 4 What has the injured passenger got on her forehead?
- 5 What does Leila say she is going to do?
- 6 What two things does Leila want the injured passenger to do?

## VOCABULARY

- 4** Complete the missing words in these sentences from the two Listenings.

- 1 This lady's been h\_\_\_\_\_. She's b\_\_\_\_\_.
- 2 A laptop f\_\_\_\_\_ onto her head.
- 3 How are you f\_\_\_\_\_?
- 4 You've had a nasty b\_\_\_\_\_ on your head.
- 5 I'll put a d\_\_\_\_\_ over it.
- 6 I was a bit d\_\_\_\_\_, but I'm fine now.
- 7 Can you h\_\_\_\_\_ this compress against your forehead?

**LANGUAGE FOCUS**

CHECK → CALL  
→ CARE

**Study these sentences.**

**Check → Call → Care** is the standard response to medical problems on board.

**Check** (Find out what is wrong)

Do you have any pain?

Do you feel well enough to sit up?

How are you feeling?

**Call** (Describe, inform and get help)

I need some help.

Get the first aid kit immediately.

Can you get her a glass of water, please?

**Care** (Take action and take care)

I'm going to clean up the wound and put a dressing over it.

Can you hold this compress against your forehead?

**PRONUNCIATION**



**5 Listen and repeat these questions from the Listening sections. Remember the intonation for open questions (↘) and yes/no questions (↗).**

- What's happened?
- Are you all right?
- Can you hear me?
- How are you feeling?
- Do you have any pain?
- Do you feel well enough to sit up?
- How is she?
- Can you hold this compress against your forehead?
- Can you get her a glass of water, please?

**VOCABULARY**

**6 Label the items in the emergency medical kit. Use these words.**

stethoscope ■ syringes ■ dressings ■ gloves  
aspirin ■ cardiopulmonary resuscitation (CPR) mask  
automatic external defibrillator (AED) ■ bandages  
oxygen ■ antiseptic wipes



- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_

- 6 \_\_\_\_\_
- 7 \_\_\_\_\_
- 8 \_\_\_\_\_
- 9 \_\_\_\_\_
- 10 \_\_\_\_\_



## Dealing with a serious medical incident



### SPEAKING

**1** Work with a partner or in small groups. Discuss these questions.

- Apart from accidental injuries, what other kinds of medical problem have you had to deal with on flights? Make a list of major and minor incidents.
- What is the most serious on-board medical incident you have had to deal with? What happened?

### LISTENING



**2** Listen to Rani, Bilal and Safiya dealing with a major medical incident on a flight from Delhi to Colombo. Are the sentences true (T) or false (F)?

- 1 The sick passenger is unconscious.
- 2 The sick passenger is travelling alone.
- 3 Rani wants to put the sick passenger in a seat.
- 4 The sick passenger has collapsed before.
- 5 Rani and Bilal give the sick passenger oxygen.
- 6 Rani and Bilal can deal with the situation themselves.
- 7 The sick passenger is on medication.
- 8 The sick passenger is 53 and in good health.
- 9 Safiya tells Anton, the purser, about the situation.
- 10 There isn't a doctor on board.

### VOCABULARY

**3** Complete these sentences from the Listening. Listen again if necessary.

- 1 Can you h\_\_\_\_\_ me?
- 2 I think he's had a h\_\_\_\_\_ attack.
- 3 He's not b\_\_\_\_\_.
- 4 Let's g\_\_\_\_\_ him on the floor.
- 5 Help me get the m\_\_\_\_\_ over his head.
- 6 We're taking c\_\_\_\_\_ of him.
- 7 We a\_\_\_\_\_ CPR for two minutes.
- 8 His p\_\_\_\_\_ is very weak.

## SPEAKING

- 4 How well did Rani and Bilal follow the Check → Call → Care procedure? Discuss with a partner or in small groups.

## LANGUAGE FOCUS

GIVING  
INSTRUCTIONS  
TO CREW

## Study these instructions.

Bilal, grab the oxygen.  
Get Safiya to call Anton.  
Help me get the mask over his head.  
Tell the captain.  
Make an announcement immediately.

## PRONUNCIATION



AUDIO 6.5

- 5 Listen and repeat the instructions in *Language focus*.

## LISTENING



AUDIO 6.6

- 6 Listen to Anton, the purser, speaking to the captain about the sick passenger. Answer the questions.

- 1 What's the doctor's diagnosis?
- 2 Is the passenger in danger?
- 3 What has the doctor requested?
- 4 What action does the captain say he will take?



AUDIO 6.7

- 7 Try to fill in the missing words in this announcement the captain makes. Then listen and check your answers.

Ladies and gentlemen, this is an <sup>1</sup> \_\_\_\_\_ announcement. We have a serious medical situation on board and we need to <sup>2</sup> \_\_\_\_\_ to Mumbai, the <sup>3</sup> \_\_\_\_\_ airport, as soon as possible. The flight attendants will now <sup>4</sup> \_\_\_\_\_ the cabin for landing. I <sup>5</sup> \_\_\_\_\_ being on the ground within the next 15 minutes. After landing at Mumbai, you must <sup>6</sup> \_\_\_\_\_ on board the aircraft. I do apologize for any <sup>7</sup> \_\_\_\_\_ this diversion may cause. However, I'd like to thank you for your cooperation and understanding. After landing at Mumbai, we will keep you regularly <sup>8</sup> \_\_\_\_\_ with our plans for your continued flight today.

## PRONUNCIATION



AUDIO 6.8

- 8 Listen and practise reading aloud this short announcement.

'Ladies and gentlemen, if there is a doctor on board, please make yourself known to a member of the crew immediately by pressing your call bell. Thank you.'

## SPEAKING

- 9 Work in small groups. Role-play a medical emergency where two of you are flight attendants and two of you are passengers. Then swap roles. Remember to follow the Check → Call → Care procedure.

- A What's happened?  
B It's my husband, he's feeling ill.  
C Are you on any medication, sir?  
D Yes, I take pills for my heart ...





## Reporting a medical incident

### SPEAKING

- 1 After the flight, you tell a colleague what happened in *Dealing with a serious medical incident*. Work with a partner and take turns to role-play the conversation.

A Did you hear about our flight yesterday?  
 B No, what happened?  
 A Well, ....  
 B Really!



### LANGUAGE FOCUS

#### TALKING ABOUT THE PAST

Study these sentences.

What happened?

What was the problem?

What did you do?

Was there a doctor on board?

He collapsed. He stopped breathing,

He had a heart attack.

We gave him oxygen and administered CPR.

Yes, thank goodness, he arrived almost immediately.

### PRONUNCIATION

- 2 Put these verbs in the correct column according to how the endings are pronounced.

wanted ■ collapsed ■ loosened ■ happened ■ checked ■ reported  
 fainted ■ resumed ■ informed ■ stopped ■ needed ■ arrived  
 closed ■ remained ■ decided ■ asked ■ administered ■ suffered  
 switched ■ assisted ■ recommended

/t/	/d/	/ɪd/
collapsed	loosened	wanted



Listen and check your answers. Then listen again and repeat.

### VOCABULARY

- 3 Make sentences using the verbs from exercise 2 to show you understand them. Try and make sentences in the context of medical incidents or on-board accidents.

*The passenger collapsed during the flight.*



## LANGUAGE FOCUS

## LINKING WORDS

Study these sentences.

**At the beginning / At first** the turbulence wasn't too bad.

**Soon after / Then** it started to get worse.

**In the end / Eventually** we had to stop the meals service.

**First** we fetched the first aid kit, and **then / after that** we cleaned the wound.

**Finally** we put a dressing on it.

## SPEAKING

- 4 Think about the on-board accident in the Listening on page 44. Take turns to role-play a conversation telling a colleague what happened. Use verbs from exercise 2 and linking words from *Language focus* to tell the story.

## READING

- 5 Complete the report form about what happened in *Dealing with a serious medical incident*. Use these words.

transferred ■ pulse ■ cardiac ■ resumed ■ first ■ condition  
comfortable ■ services ■ defibrillator ■ recommended ■ happened  
administer ■ aware ■ until



**Report on Medical Incident on Flight IC321  
from Delhi to Colombo**

The incident <sup>1</sup>\_\_\_\_\_ at 16.40, that is, two hours into the flight.

A male passenger aged 63 suffered a <sup>2</sup>\_\_\_\_\_ arrest.

Two flight attendants assisted the patient as soon as the alarm was raised and immediately checked the man's <sup>3</sup>\_\_\_\_\_, made him <sup>4</sup>\_\_\_\_\_, took his <sup>5</sup>\_\_\_\_\_, checked his medical history with his wife who was travelling with him, got the oxygen and a <sup>6</sup>\_\_\_\_\_ and informed the purser. The purser informed the captain. The flight attendants gave prompt <sup>7</sup>\_\_\_\_\_ aid and then began to <sup>8</sup>\_\_\_\_\_ CPR. Fortunately there was a doctor on board and he said the man had suffered a cardiac arrest and was in a serious condition. The doctor <sup>9</sup>\_\_\_\_\_ immediate hospitalization. The captain decided to land at Mumbai, the closest international airport. The captain made an announcement to make passengers <sup>10</sup>\_\_\_\_\_ of the situation. He also requested ATC to provide full medical emergency <sup>11</sup>\_\_\_\_\_ on arrival. The doctor remained with the patient <sup>12</sup>\_\_\_\_\_ landing.

The plane landed at 17.01 and the emergency services took charge of the patient, who was <sup>13</sup>\_\_\_\_\_ to hospital. The flight <sup>14</sup>\_\_\_\_\_ at 18.10.

It was later reported that the patient was in a stable condition in hospital in Mumbai.



# Case study

## READING

### 1 Read *Is there a doctor on board?* opposite and answer the questions.

- 1 What happened on this transatlantic flight?
- 2 How many passengers did the doctor see? Were these serious medical emergencies?
- 3 What was the role of the flight attendants during the medical crises?
- 4 What is your opinion of the doctor and his behaviour on this flight?

## SPEAKING

### 2 Work with a partner. Answer the questions and discuss the medical incidents.

- 1 Discuss the actions of the flight attendants in the incidents.
- 2 What kind of medical training have most flight attendants had?
- 3 What do you think would have happened if no doctor had been on board?

## LISTENING



### 3 Listen to Shon Davis as she answers these questions. Make notes about what she says.

- 1 'Were you trained to be a good nurse?'
- 2 'Do you have a special medical crisis that you remember in particular?'
- 3 'What's your advice about medical incidents on board to flight attendants in their final phase of training?'

### 4 Listen again and answer the questions.

- 1 Complete this extract. Did your first-aid training cover the same things?  
'... we cover all sorts of things from <sup>1</sup>\_\_\_\_\_ to <sup>2</sup>\_\_\_\_\_, to <sup>3</sup>\_\_\_\_\_  
\_\_\_\_\_ and <sup>4</sup>\_\_\_\_\_, and we are taught how to deal with such a wide range of  
situations that can occur on board, you know, from <sup>5</sup>\_\_\_\_\_ on board to,  
you know, a <sup>6</sup>\_\_\_\_\_, so there are many different aspects of nursing training  
that flight attendants receive ...'
- 2 Work with a partner to retell Shon's story of the medical crisis. Use these words and expressions.
  - sweating profusely
  - a glass of water
  - the food trolleys
  - recovery position
  - one of the stewardesses
  - oxygen bottle
- 3 Why does Shon say you should not worry too much about in-flight incidents?

## SPEAKING

### 5 Discuss these questions.

- 1 Is your first aid training 'very, very good', or do you rely on more experienced colleagues when medical incidents occur?
- 2 Is training for medical incidents the most important part of your training? What personal qualities are needed for dealing with medical incidents?
- 3 Life-threatening incidents are rare during flights. Do you know of any? What happened?



# Is there a doctor on board?

Most people who have flown long-distance flights have heard the call: 'If there is a medical doctor on board, please identify yourself to a flight attendant.' But, believe me, if you're a doctor, your first instinct is to hide in the toilet. I know this sort of thing should be second nature to me, but I'm used to working in a hospital with a very small audience. In Economy class, there can be 300 people watching, who are very interested in what's going on. So, when I heard the call, somewhere over the mid-Atlantic, I tried to sink deeper into my seat, hiding my face behind my magazine. But, when nobody else responded, I pushed the call button.

There was a male passenger in First class with abdominal pain. He was 60 to 70 years old. I performed a brief examination and I concluded that the pain was probably a kidney stone. I gave the man some pain killers and said I'd check on him later.

I tried to sleep, but maybe an hour later the attendant approached me again. 'There's another patient for you.' Oh dear! He was also an elderly man with a history of heart disease. I asked the attendant if there was a defibrillator on board. This second patient said he had typical chest pain with his heart attacks and this felt much more like his stomach. Then he was sick and after that he felt a little better. I gave him some medicine for his stomach from the medical kit and then I checked on my first patient and he said he felt a lot better.

*If you're a doctor,  
your first instinct is to  
hide in the toilet.*



A couple of hours later, a flight attendant woke me from a deep sleep (this was an overnight flight) to apologetically tell me that there was a third passenger in need of attention. This time it was an elderly lady who was having trouble breathing and the flight attendants had got an oxygen mask on her. Well, her lungs were clear and her pulse was normal and she seemed really panicky, and her travelling companion said she had been under a lot of stress and hated flying. So this was probably a panic attack. I told the flight attendant to keep her on oxygen for another half an hour and told the patient in my most reassuring tone that she would be feeling better soon. I then checked on the kidney stone patient (sleeping) and the sick man (much better, thank you). I went back to the galley and had some coffee with the crew, then went back to the panicky lady, who was feeling much better.

The flight crew was very nice and gave me a free bottle of champagne as a gift. But when we landed I decided I would never again admit that I was a doctor on an aircraft flight!

## Glossary

*a kidney stone* a painful medical condition

*elderly* old

*abdominal pain* stomach pain

*to be sick* to bring food back from the stomach

*lungs* the organs in your body which you use to breathe