



Lesson Plan

Date:

Duration: 2 hours

<p>No. of participants: Level: Advance level Topic: Introducing health service practitioners and providers in SA</p>	
<p>Lesson aims: By the end of the lesson, participants should be informed about a range of health service practitioners and providers in SA and know how to access them.</p>	
<p>Specific learning outcomes: By the end of the lesson, participants should be able to understand and say the following key vocabularies:</p> <ul style="list-style-type: none">• GP• Specialist (Doctors and Nurses)• Public dental/hospital• Bulk billing• Referral letter• Interpreter• Community health• Refugee health• Early childhood health• Youth health• Mental health	<p>Assessment methods: Facilitators to listen to participants' pronunciation and check understanding on key vocabularies related to health services in SA</p>
<p>Previous knowledge assumed: Intermediate</p>	
<p>Materials and equipment required: Whiteboard, markers, "Health Service Providers in SA", "Making health apt and buying medicine" and "Important Health Numbers in SA" handouts</p>	
<p>Room layout: O shape</p>	
<p>General notes on differentiation / learning styles: facilitating techniques involve auditory, visual and kinaesthetic methods. Role play is optional so "shy" participants are catered for.</p>	
<p>Anticipated problems and solutions:</p>	



- **Some participants may have difficulty understanding the explanations in the text boxes**
 - Facilitators to go through each “difficult” words in each boxes. Go a bit slow so everyone understands.
- **Some participants may have difficulty understanding the concept of “GP” and “Specialist”**
 - Provide many examples of Specialists eg. Optometrist (“eye doctor”), Dentist (“teeth doctor”), Cardiologist (“heart doctor”) etc
- **Some participants may have difficulty understanding the concept “public” hospital**
 - Facilitators can contrast the word public with “private”, or public = free; private = pay. Facilitators can also give examples of public and private hospital.
- **Some facilitators may have difficulty pronouncing the “th” in health, “sts” in specialists, “bulk”, “referral”, the “wives” in midwives, “immunisations”, “reproductive”, “menstrual”, “confidential”, the “ture” in torture, and the “trau” in trauma.**
 - Model and drill the pronunciation many times
- **Women participants may feel embarrassed when talking about women’s health – cultural and religious awareness**
 - **Separate the women from the men** – in different room if possible, if not the furthest space you can find. **Think about the best place and ways** to explain to the women in the most **discrete and cultural-appropriate** way as possible.

Time	Facilitator activity	Participant Activity	Resources/Reference/ Materials/Equipment
(10 min)	Introduction and ice breaker <ul style="list-style-type: none"> • Meet and greet - Introduction of any new participants (if relevant) • Ice breaker game – Find Someone Who (to find out who amongst the students have made an apt with their GP independently). Ask these participants to do role play later. 	Introduce themselves to each other Engage in ice breaker game/activity	Name tags/stickers Ice breaker handouts (if relevant) Pen and paper (if relevant)
(20-30 min)	Introduce key vocabularies <ul style="list-style-type: none"> • Establish meaning through images and context <ul style="list-style-type: none"> ○ Distribute “Health Service Providers in SA” handout ○ Go through each picture in the handout with its explanations ○ Discuss any words participants find difficult. • Pronunciation <ul style="list-style-type: none"> ○ Ask participants to read the handout and repeat certain words they find difficult 	Look at images Listen Repeat the words	“Health Service Providers in SA” handout



(10 min)	Reinforce memory and understanding through an activity Activity 1 – Answer the questions <ul style="list-style-type: none"> Ask participants to work in pairs 	Discuss answers Write answers	Paper and pen
(10 min)	Plenary <ul style="list-style-type: none"> Ask each pair to provide an answer. Discuss answers 	Provide answer Discuss	Board and marker Pen and paper
(5-10 min)	Break – Morning tea		
(10 min)	Role play – Making an apt with your GP <ul style="list-style-type: none"> Ask the participants who have made an apt with their doctor to do demonstrate to the class how to do it. Facilitators to facilitate: appoint Participant A – caller, Participant B – clinic’s receptionist. Facilitators to give prompting questions if the demonstrators get stuck. 	Observe Listen	N/A
(10 min)	Reinforce memory and understanding through an activity Activity 2 – Practice role play in small groups <ul style="list-style-type: none"> Divide into small groups (3-4 people) A facilitator to facilitate role play in each group. Help if participants get stuck or confused. Distribute “Important Health Numbers in SA” handout to participants 	Participate in role play Produce language through role play Take turns to take a caller and a receptionist turn Observe (“shy” participants)	“Important Health Numbers in SA” handout
(30 min)	Conversation – In the same small groups Questions: <ol style="list-style-type: none"> Have you ever make an appointment with your doctor or call a hospital? How did you do it? Have you ever used a phone interpreter (TIS) before? Who did you call? Did you manage to get an interpreter? Share your experience. Have you ever gone to the dentist in Australia? Where did you go? Did you have to pay? Share your experience 	Speaking – Share and discuss their experience to the group	N/A



	<ol style="list-style-type: none">4. Do you prefer to see a GP who speaks your language? Why or Why not?5. How can you find a bulk-billing GP near your home?6. How can you find a public dental clinic near your home?7. Have you ever buy prescribed medicines at a pharmacy? How did you buy it?8. Have you ever buy medicines over the counter? Did you have any problems buying it? Share your experience.		
5-10 min	<p>Conclusion and wrap up</p> <ul style="list-style-type: none">• What have you learn today?• Information about next class etc		