

Pre-Reading Discussion: Do you have to make appointments to see your health professionals? What do you do if you can't make your appointment?

This passage is about a woman named Alice who makes an appointment with her dentist.

Alice was due in June for her six-month dental checkup. She called the dentist's office to make an appointment. The phone rang twice.

"Dr. Moon's office," the voice said, "can you please hold?"

"Yes," said Alice. Then she waited.

A few minutes later, the receptionist was back. "How can I help you?" she asked.

"Hi. My name is Alice Wilson. I am due for my six-month checkup and cleaning next month. I'd like to make an appointment."

"O.K., Ms. Wilson. Let me find your record. What is your date of birth?"

"October 17, 1981," said Alice.

Alice could hear her tapping on her computer. "O.K. Here we go. You were last here on December 10, 2007. Let's try to get you in the first week of June. Do

you prefer mornings or afternoons?”

“Early morning would be nice,” said Alice.

“I have Monday, June 2nd at 7:30 a.m., or Thursday, June 5th at 7:45 a.m.”

“Do you have anything on a Tuesday or Wednesday?” asked Alice.

“Let me see,” said the receptionist. “We don’t do cleanings on Wednesday mornings. But, I do have Tuesday, June 10, at 8:00 a.m. open. That is the second week in June.”

“I’ll take that,” said Alice. “Let me just repeat that while I write it down on my calendar. Dr. Moon – Tuesday, June 10th, at 8:00 a.m.”

“That’s right,” said the receptionist. “Please give us at least 24 hours notice if you have to cancel.”

“I will,” said Alice. “Thank you.”

“Thank you for calling Dr. Moon’s office. Have a nice day.”

“You too,” said Alice, and hung up the phone.

Then Alice got out her note pad and wrote it down a second time:

*Tues. 6/10 – 8 A.M. – Dr. Moon.*

“If I write it down twice,” she said to herself, “I’ll remember better.”

Questions for Discussion:

How do you remember important dates and appointments?

Do you feel comfortable writing down information you get over the phone?

Why does the doctor's office want 24 hours cancellation notice?