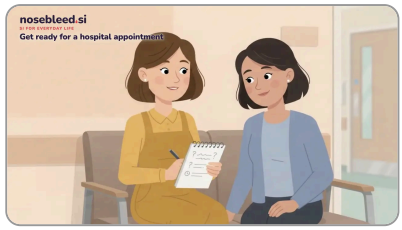
Get ready for a hospital appointment



Use AI to make a checklist, so the day goes smoothly: what to bring, how to get there and what to ask.

By the end, you'll be able to:

- find the key facts in an appointment letter
- use AI to make a checklist for the day
- prepare questions to ask

Warm-up What can make a hospital visit stressful?

Talk about it with your group. Finding the clinic? Parking? Waiting? Forgetting to ask something?

1 Read the letter

Here's part of a made-up appointment letter. Read it, then answer the questions on the next page.

MADE-UP SAMPLE LETTER

Anytown General Hospital · Outpatients
Your appointment: **Eye Clinic, Clinic 4, Level 2**
Tuesday 9 March 2027 at 10.40am. Please arrive 15 minutes early.
Please bring: this letter, your glasses, and a list of the medicines you take.
You may be given eye drops, which can blur your sight for several hours. **Please do not drive to this appointment.**
If you can't come, please call us on 01632 960 456.

Part 1, continued.

Which clinic, and where is it? _____

What time should you arrive? _____

What three things should you bring? _____

Why shouldn't you drive? _____

2 Ask AI for a checklist

If you have a device, open an AI chat app and try this prompt.

TRY THIS PROMPT

I have a hospital eye clinic appointment at 10.40am on a Tuesday. I can't drive there because of eye drops. Please make me a short checklist for the day before and the day itself: what to bring, how to plan getting there and back, and three questions to ask. Keep it short and in plain English.

3 Getting there and back

How could you get there and back without driving? Write two ideas.

> **Remember:** AI may not know today's bus times, parking charges or road works. Check with the bus company or the hospital's website.

4 Questions to ask

It's easy to forget questions on the day. Write three you could ask at the appointment. For example: *"When will I get the results?"*

5 On the day

Tick the ones you'd do.

□ Take the letter and my list of questions

□ Allow extra time to park, or to find the clinic

□ Take a book, a drink and a snack, in case there's a wait

□ Write down what I'm told, or take someone with me

□ Ask what happens next before I leave

> **No device?** In pairs, one of you is the patient and one the clinic receptionist. The patient phones to check the time, what to bring and where to go.

Find out more: read the free step-by-step guide, with a 10-second video, at **nosebleed.si/ideas/get-ready-for-a-hospital-appointment**

Teacher notes: Get ready for a hospital appointment

Time: 45 to 60 minutes

Level: beginners; no AI experience needed

Group: any size; works well in pairs

You'll need: a copy per learner; phones or tablets with an AI chat app (optional)

Before the session

Read the sample letter and try the prompt. The hospital, clinic and phone number are made up (01632 960 numbers are reserved for drama).

Running order

5 min	**Warm-up.** What makes hospital visits stressful.
10 min	**Part 1.** Pairs find the key facts in the letter.
15 min	**Parts 2 and 3.** Try the prompt or read out an AI answer, then plan the journey.
15 min	**Parts 4 and 5.** Write questions, then the day-of checklist or role-play.
5 min	**Wrap-up.** One thing each learner will do before their next appointment.

Answers: Part 1

Clinic: the Eye Clinic, Clinic 4, on Level 2.
Arrive: by 10.25am (15 minutes early).
Bring: the letter, glasses, and a list of medicines.
Don't drive: the eye drops can blur your sight for hours.

Part 3: ideas

A lift from a friend or family member; a bus; a taxi; or a community transport scheme.

Discussion points

- In the UK, the NHS may provide free transport for people whose health means they can't get there another way. The hospital or GP can say if someone qualifies.
- Good questions: what the results mean, what happens next, who to contact with worries, and any side effects to watch for.
- AI can't see the hospital's own information, so check the letter and the hospital's website.

Safety notes

- Leave names, NHS numbers and hospital numbers out of the AI chat.
- If anything in a real letter is unclear, call the number on the letter.

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