

T.C. AYDIN ADNAN MENDERES ÜNİVERSİTESİ
SÖKE SAĞLIK HİZMETLERİ MESLEK YÜKSEKOKULU
EVDE HASTA BAKIMI PROGRAMI
2025-2026 AKADEMİK YILI BAHAR DÖNEMİ
MESLEKİ İNGİLİZCE DERSİ ÖDEV RAPORU

· WRITING ASSIGNMENT ·

TASK :

Write a **realistic and professional dialogue** between a **health emergency dispatcher** and a **family member** calling 112. Your dialogue must include **all of the following elements**:

- 1 A professional greeting and identification of the emergency line.
- 2 The caller explaining the emergency situation clearly.
- 3 The dispatcher asking at least **four (4) key questions** to assess the situation (e.g., location, patient's age, consciousness, breathing, symptoms).
- 4 The dispatcher giving **at least two (2) first-aid instructions** to the caller.
- 5 Confirmation that an ambulance has been dispatched and an estimated arrival time.
- 6 A professional closing of the call

Length	Minimum 10 exchanges (turns) — approximately 100-150 words
Format	Dialogue format: Speaker label followed by speech Example: Dispatcher: Good morning, 112 Emergency...
Language	Written in English — professional healthcare register

EXAMPLE OPENING

Below is a short model to show the format.

Dispatcher:

Good morning, 112 Emergency Call Centre. This is the health dispatcher speaking.

Caller:

Hello — please, help me! My father has collapsed on the kitchen floor. He's not waking up!

Dispatcher:

Please stay calm. I'm here to help you. Can you tell me your exact address, please?

Caller:

Yes — we are at 14 Atatürk Street, Flat 3, Söke.

Dispatcher:

Thank you. Is your father breathing? Can you see his chest moving?

Caller:

I... I think so. His chest is moving, but he looks very pale.

Dispatcher:

Good. Do not move him. Kneel beside him and gently tilt his head back to keep his airway open. An ambulance is on its way. Stay on the line with me.

...

USEFUL VOCABULARY

Emergency dispatcher	Acil çağrı görevlisi / operatör
To collapse / to faint	Yere düşmek
Unconscious / unresponsive	Bilinçsiz / tepkisiz
Airway, breathing, circulation	Hava yolu, solunum, kan dolaşımı
Keep the patient still	Hastayı sabit tutun
Apply pressure to the wound	Yaraya baskı uygulayın
Recovery position	Kurtarma pozisyonu
Pulse / heart rate	Nabız / kalp atış hızı
Symptoms / signs	Belirtiler / bulgular
Medical history	Tıbbi geçmiş

ASSESSMENT RUBRIC

Category	Excellent (4)	Good (3)	Developing (2)	Beginning (1)	Max
1. Task Achievement	All 6 required elements present; purpose fully clear.	Most elements present; minor omissions.	Some elements missing or unclear.	Task barely addressed; off-topic.	4
2. Organisation & Coherence	Dialogue flows logically; smooth turns and transitions.	Generally logical; minor flow issues.	Some structure; transitions weak.	Hard to follow; disorganised.	4
3. Vocabulary & Word Choice	Good B1+ range; healthcare collocations accurate.	Adequate; occasional errors do not impede meaning.	Limited; basic words; some clarity issues.	Very limited; meaning severely impeded.	4
4. Grammar & Sentence Structure	Good B1 control; modals, questions, imperatives well used.	Generally accurate; complex errors don't impede.	Noticeable errors; occasionally affect meaning.	Frequent errors; difficult to understand.	4
5. Mechanics	Almost no spelling/punctuation errors.	Minor errors; do not distract reader.	Several errors; occasionally distracting.	Frequent errors; readability impeded.	4
6. Professional / Field-Specific Language	Accurate emergency/healthcare terminology throughout.	Mostly appropriate; occasional inaccuracies.	Limited field vocabulary; general terms substituted.	Little/no field-specific vocab; lacks professional register.	4
TOTAL					24

Grade Scale	90–100% (Excellent) → A /	75–89% (Good) → B	60–74% (Developing) → C /	0–59% (Beginning) → D /
--------------------	---------------------------------	----------------------	---------------------------------	-------------------------------

Student Name: [REDACTED] Student ID: [REDACTED]

Category / Criteria	Excellent (4)	Good (3)	Developing (2)	Beginning (1)	Max Score	Score Given
1. Task Achievement (Does the student address the task fully?)	Fully addresses all aspects of the task; purpose is clear and well-developed throughout.	Mostly addresses the task; purpose is generally clear with minor omissions.	Partially addresses the task; some aspects are missing or unclear.	Barely addresses the task; purpose is unclear or off-topic.	4	4
2. Organisation & Coherence (Is the text logically structured?)	Clear introduction, body, and conclusion; excellent use of paragraphing and cohesive devices.	Generally well-organised; adequate use of cohesive devices with minor lapses.	Some organisation evident but transitions are weak or inconsistent.	Little or no organisation; ideas are difficult to follow.	4	4
3. Vocabulary & Word Choice (Appropriate B1 range?)	Good range of B1+ vocabulary used accurately; attempts paraphrase and collocations.	Adequate vocabulary for the task; occasional errors do not hinder meaning.	Limited vocabulary; relies on basic words; some errors affect clarity.	Very limited vocabulary; frequent errors severely impede understanding.	4	3
4. Grammar & Sentence Structure (Accuracy and variety?)	Good control of B1 structures (past/present/future, conditionals, modals); few errors.	Generally accurate; errors in complex structures do not impede communication.	Some grammatical control; errors are noticeable and sometimes affect meaning.	Frequent grammatical errors that make the text difficult to understand.	4	3
5. Mechanics (Spelling, punctuation, capitalisation)	Almost no spelling or punctuation errors; text is clean and readable.	Minor errors in spelling/punctuation that do not distract the reader.	Several errors in mechanics that occasionally distract the reader.	Frequent mechanical errors that significantly impede readability.	4	4
6. Professional / Field-Specific Language (Vocational terminology use)	Appropriate and accurate use of field-specific terms relevant to the professional context.	Mostly appropriate use of professional vocabulary with occasional inaccuracies.	Limited use of professional vocabulary; general terms substituted when specific terms needed.	Little or no use of field-specific vocabulary; text lacks professional register.	4	3
TOTAL SCORE					24	21
Percentage Score (%) =					87.5%	

Grade Scale Reference

90 – 100%	A (Excellent)	75 – 89%	B (Good)	60 – 74%	C (Developing)	0 – 59%	D (Beginning)
-----------	---------------	----------	----------	----------	----------------	---------	---------------

N: Hello, please help! My brother just burned his hand on a hot pan.

V(Nurse): Okay, stay calm. How serious is the burn? Is the skin red or blistering?

N: It's very red and there are small blisters. He says it hurts a lot.

V(Nurse): Alright, first, put his hand under cool running water for at least 10 minutes. Do not use ice.

N: Okay. Should I put any cream on it?

V(Nurse): No, don't apply any cream or oil right now. After cooling, you can cover it with a clean loose bandage.

N: Can he move his hand?

V(Nurse): Yes, but gently. Try not to touch or burst the blisters.

N: Should we go to the hospital?

V(Nurse): Yes, it's better to see a doctor, especially if there are blisters.

N: Alright, thank you so much!

V(Nurse): You're welcome. Take care!

~~N: ...~~
~~2/7/2021~~ EHB