

الإسعاف National
الوطني Ambulance

ARABIC
COMMUNICATION BOOK

Introduction

Assessment

History

Pain

Maternity

Burns & Stroke

Interventions

Transport

Useful Phrases

Useful words

Number + Dates

Patient Information
Gathering

This Arabic communication book forms a part of the National Ambulance commitment to be the

**To be the region's top provider of pre-hospital emergency medical services
and the leader of strategic changes in ambulance services in the UAE.**

By using this communication book you will be better able to understand your patient's needs and provide the best possible care in response.

We welcome any comments or suggestions for improvement and can be contacted at QHSE@nationalambulance.ae

Regards,

The QHSE Team

Patient Information Gathering

ENGLISH	PRONUNCIATION	ARABIC
Please write these details down for me	<i>Alrajaa' kitabat hadhhih altafasil li</i>	الرجاء كتابة هذه التفاصيل لي
Name	<i>Alisim</i>	الاسم
Age	<i>Alomur</i>	العمر
Date of Birth	<i>Yawm meladak</i>	يوم ميلادك
Address	<i>Alinwaan</i>	العنوان
Doctors information	<i>Baynaat ta-beeb</i>	بيانات الطبيب
Mobile number	<i>Raqam hatifak</i>	رقم هاتفك
Next of Kin	<i>Aqaari-bak</i>	أقاربك

Introduction

ENGLISH	PRONUNCIATION	ARABIC
Hello	<i>Salaam</i>	سلام
What is the problem?	<i>Kafa mumkin ausaa'dika</i>	كيف ممكن أساعدك؟
Do you have insurance?	<i>Indak ta'ameen</i>	عندك تأمين؟
What is your nationality?	<i>Min ay balad anta ?</i>	من أي بلد أنت ؟
I am here to help	<i>Ana huna Li-musa'datik</i>	أنا هنا لمساعدتك
Do not move	<i>La ta-tahrak</i>	لا تتحرك
Do not worry	<i>La taqlaq</i>	لا تقلق
My name is	<i>Ismee</i>	اسمي
What is your name?	<i>Ma ismuk?</i>	ما اسمك؟
How old are you?	<i>Omrak?</i>	عمرك؟

Introduction

ENGLISH	PRONUNCIATION	ARABIC
Can I see your ID please?	<i>Hawiatak min Fadhlak?</i>	هويتك من فضلك؟
I need to ask some question and do some tests	<i>assa'lak wa afhasak</i>	أسالك وافحصاك
What happened?	<i>Matha (shoo) hadath?</i>	ماذا حدث؟
Do you speak English?	<i>Hal talkalam a lengleeiya</i>	هل تتكلم الانجليزية؟
Where do you live?	<i>Ayna Taskun</i>	أين تسكن؟
Where do you work?	<i>Ayna ta'amal</i>	أين تعمل؟

Assessment

ENGLISH	PRONUNCIATION	ARABIC
May I Examine you	<i>Mumkin Afhasak</i>	ممکن افحصك
What is the problem?	<i>Maa (shoo) almushkela</i>	ما (شو) المشكلة؟
What happened?	<i>Maatha hadath?</i>	ماذا حصلت؟
Why did you call the ambulance?	<i>Lemaatha talabta al- esa'af?</i>	لماذا طلبت الاسعاف؟
When did the pain start?	<i>Muntho Mata badaa alwadje</i>	منذ متى بدأ الألم؟
Please open your mouth	<i>Minfathlak eftah famak</i>	من فضلك افتح فمك
Lift your tongue	<i>Erfa'a Lesanak</i>	ارفع لسانك

Assessment

ENGLISH	PRONUNCIATION	ARABIC
I am going to check your:	<i>Sa-afhas:</i> • <i>Nabadhak</i> • <i>Dhaght al-dam</i> • <i>Al-hararah</i> • <i>Alsugar</i>	سأفحص: • نبضك • ضغط الدم • الحرارة • السكري
I am going to:	<i>Sawfa:</i> • <i>owajih dhaw a'la aynak</i> • <i>asma' tanafusak</i> • <i>Adhaa' Lasacat a'la sadrik</i> • <i>Af-has juroohak</i>	سوف: • اوجه قلم الضوء على عينك • أسمع تنفسك • أضع لصقات على صدرك • افحص جروحك
Is that OK?	<i>Hal Hatha Jayed (zain)?</i>	هل هذا جيد(زين)؟

History

ENGLISH	PRONUNCIATION	ARABIC
Have you been injured?	Indak Jarih	عندك جرح؟
Do you have pain?	Indak Wadja	عندك وجع؟
Do you have allergies? <ul style="list-style-type: none">• Medical gloves• Plasters• Food• Insects• Medication	<i>Indak hasasiya?</i> <ul style="list-style-type: none">• Kafazaat• Lasacat• Akil• A'dhat hasharaat• Adweeya	عندك حساسية؟ <ul style="list-style-type: none">• قفازات• لصقات• أكل• عضة حشرات• أدوية (دوا)
Do you take medication? <ul style="list-style-type: none">• Blood pressure• Heart• Asthma• Diabetes• Fever• Stroke	<i>Takhuth Adweeya?</i> <ul style="list-style-type: none">• Dhaght al-dam• Qaalb• Alrabu• Alsukaree• Humaa• Galta damaghiya	تأخذ أدوية؟ <ul style="list-style-type: none">• ضغط الدم• قلب• الربو• السكري• حمى• جلطة دماغية

History

ENGLISH	PRONUNCIATION	ARABIC
Have you taken these medications today?	<i>Hal akhatht hathi adweeya alyawm?</i>	هل اخذت هذه الادوية اليوم؟
Pain	<i>Wajaa'</i>	وجع
Do you know what medication you take?	<i>Hal ta'arif ay dawa taakhuth</i>	هل تعرف أي دواء تأخذ؟
What is the medication called?	<i>Maa isim al dawaa</i>	ما اسم الدواء؟
Dizziness	<i>Dookha</i>	دوخة
Faint	<i>Ighmaa, suqoot</i>	اغماء ، سقوط
Weakness	<i>D'houf</i>	ضعف
Nausea	<i>Gha-thayaan / Dookha</i>	غثيان/دوخة
Vomiting	<i>Zoa</i>	زوابع
Infection	<i>A'dwaaa</i>	عدوى

History

ENGLISH	PRONUNCIATION	ARABIC
Fever	<i>Huma</i>	حمى
Diarrhoea	<i>Es-haal</i>	اسهال
Constipation	<i>Emsaak</i>	امساك
Palpitations	<i>Khafagan</i>	خفقان
Urine	<i>Boal</i>	بول
Bleeding	<i>Nazeef (Dam)</i>	نَزْفُ (دَمٌ)
Violence	<i>o'nf</i>	عنف
Injury	<i>jurh</i>	جرح
Poisoning	<i>Tasammum</i>	تسَمُّ
Allergic reaction	<i>Tahassos</i>	تحسُّسٌ
Seizure	<i>Tashannuj</i>	تشنجٌ
Epilepsy	<i>Sara'a</i>	صراعَ
CVA	<i>Sakta damaghia</i>	سكنَة دماغيَّة
Heart Attack	<i>Sakta qalbia</i>	سكنَة قَلْبِيَّة

History

ENGLISH	PRONUNCIATION	ARABIC
Do you have pain?	<i>indak waja'</i> ?	عندك وجع؟
Do you have trouble with your breathing?	<i>indak su'uba tana-fus?</i>	عندك صعوبة تنفس؟
Is your breathing normal?	<i>Tana-fusak zain?</i>	تنفسك زين؟
Do you have problems with your heart?	<i>indak mushkila fee alqalb?</i>	عندك مشكلة في القلب؟
Do you have problems with your urine?	<i>indak mushkila fee al-Boal?</i>	عندك مشكلة في البول؟
Has this happened before?	<i>Hal hatha indak min qabil?</i>	هل هذا عندك من قبل؟
What time did this start?	<i>mata bada hatha?</i>	متى بدأ هذا؟
Have you eaten / drunk today?	<i>Akalt / sharabt alyawm?</i>	أكلت / شربت اليوم؟
Are you fasting?	<i>Anta saa-yem?</i>	أنت صائم؟

Parts of the Body

ENGLISH	PRONUNCIATION	ARABIC
Head	<i>Raas</i>	رأس
Eye	<i>ayn</i>	عين
Nose	<i>Anf</i>	أنف
Mouth	<i>Faam</i>	فم
Teeth	<i>Asnaan</i>	اسنان
Throat	<i>Hungarah (Halq)</i>	حنجرة (حلق)
Ear	<i>Othun</i>	أذن
Neck	<i>Raqaba</i>	عنق (رقبه)
Arm	<i>Thiraa (yad)</i>	ذراع
Leg	<i>Rejil</i>	رجل
Foot	<i>Qadam</i>	قدم
Back	<i>Dhahar</i>	ظهر
Abdomen	<i>Batin</i>	بطن
Chest	<i>Sadir</i>	صدر

Pain

ENGLISH	PRONUNCIATION	ARABIC
Do you have pain?	<i>Indak waja?</i>	عندك وجع؟
Where is the pain?	<i>Ayna al waja</i>	أين الوجع؟
Is the pain constant?	<i>Hal alwaja' Thabit?</i>	هل الوجع ثابت؟
Does the pain get worse when you: <ul style="list-style-type: none">• Breath?• Move?• Cough?• Touch?	<i>Hal al waja yasoo indama:</i> <ul style="list-style-type: none">• <i>ta-tanafas?</i>• <i>ta-ta-harak?</i>• <i>ta-Kuh?</i>• <i>talmis?</i>	هل الوجع يسوء عندما: <ul style="list-style-type: none">• تنفس؟• تتحرك؟• تكح؟• تلمس؟
Does the pain move anywhere? (point)	<i>Hal al-wja yataharak?</i>	هل الوجع يتحرك؟
How bad is the pain?	<i>Kam alwaja' say-ye?</i>	كم الوجع سيء؟

How bad is the pain?

0 NO HURT	2 HURTS LITTLE BIT	4 HURTS LITTLE MORE	6 HURTS EVEN MORE	8 HURTS WHOLE LOT
10 HURTS WORST				
<i>La yojad alam</i>	<i>Alam baseet</i>	<i>Alam wasat</i>	<i>Akthar min al wasat</i>	<i>Alam shadeed</i>
لا يوجد ألم بسيط	ألم متوسط	ألم وسط	ألم أكثر من الوسط	ألم شديد
				ألم حاد

Maternity

ENGLISH	PRONUNCIATION	ARABIC
Are you pregnant?	<i>Antee Hamil?</i>	أنتي حامل؟
How many weeks?	<i>Kam isboo anti hamil?</i>	كم اسبوع أنتِ حامل؟
How many babies have you had?	<i>kam tifil indak?</i>	كم طفل عندك؟
How often are your contractions? <ul style="list-style-type: none">• Every 15 minutes• Every 10 minutes• Every 5 minutes• Every 2 minutes	<i>Kam marah indak taqlusaat?</i> <ul style="list-style-type: none">• <i>kol khamsat ashar daqeeqa</i>• <i>kol ashrat daqayeq</i>• <i>kol khamsat daqayeq</i>• <i>kol daqeeqatein</i>	كم مرة عندك تقاسات؟ • كل خمسة عشر دقيقة • كل عشرة دقائق • كل خمسة دقائق • كل دقيقتين

Maternity

ENGLISH	PRONUNCIATION	ARABIC
Have your waters broken?	<i>Hal nazal al-maa'</i> ?	هل الماء نزل؟
Is the pregnancy normal?	<i>Hal alhaml tabe'ee</i> ?	هل الحمل طبيعي؟
Have you informed your doctor?	<i>Hal Akhbarti tabeebak</i> ?	هل اخبرت طبيبك؟
Have you ever had problems with previous pregnancies?	<i>Hal a'anayti min mashakil fi hamlik alsabiq</i> ?	هل عانيت من مشاكل في حملك السابق؟

Burns & Stroke

BURNS		
ENGLISH	PRONUNCIATION	ARABIC
What is the cause of the burn?	<i>Ma hua sabab al harq</i>	ما هو سبب الحرق
Hot Water	<i>Maa' sakhin</i>	ماء ساخن
Hot Oil	<i>Zayt sakhin</i>	زيت ساخن
Chemical Substance	<i>Madda kimia'iya</i>	مادة كيميائية
Electrical Shock	<i>Sa'qa kahruba'iya</i>	صعقه كهربائية
STROKE		
ENGLISH	PRONUNCIATION	ARABIC
When did you start • feeling weakness in your limbs? • Have slurred speech	<i>Mata bada'ta bil</i> • <i>Ihsas bilda'affi yadik/rrijlik</i> • <i>Thiqal inda alta-haduth</i>	متى بدأت بال • احساس بالضعف في يدك/رجلك • ثقل عند التحدث

Interventions

ENGLISH	PRONUNCIATION	ARABIC
Keep still	<i>La ta-taharak</i>	لا تتحرك
This will help	<i>hatha yusa-eduk</i>	هذا يساعدك
Is this helping?	<i>hal hatha yusa-ed?</i>	هل هذا يساعد؟
This may hurt	<i>hatha qad you-limak</i>	هذا قد يؤلمك
This will not hurt	<i>hatha la you-lim</i>	هذا لا يؤلم
I am going to:	<i>Sa:</i>	سا:
• Give you oxygen	• <i>oteeka oksigeen</i>	• أعطيك أوكسجين
• Put a needle in your arm	• <i>adhaa ebrah ala thiraa-ak (Yaddak)</i>	• أضع ابرة على ذراعك (يدك)
• Give you medication	• <i>oteek dawaa'</i>	• أعطيك دواء
• Put a collar on your neck	• <i>Adhaa alyaqaa ala raqbatik</i>	• أضع الياقبة على رقبتك
• Put a splint on you	• <i>Adha' jibs alyka</i>	• أضع جبس عليك
We are going to move you	<i>sa-nu-harikak (raah Ahrkak)</i>	سنحررك (راح آخر لك)

Interventions

ENGLISH	PRONUNCIATION	ARABIC
We are doing the best we can	<i>sa-naamal ma amkan</i>	سنعمل ما امكن
Take deep breaths	<i>Khuth Nafas ameeq</i>	خذ نفس عميق
Suck on the tube	<i>Mus al-inboob</i>	مص الانبوب
Slow down your breathing	<i>Tanafas be hodoo'</i>	تنفس بهدوء
You are breathing too fast	<i>Anta tatanafas be-suraa'</i>	انت تتنفس بسرعة
Blow hard on this syringe	<i>unfukh be-quwa</i>	انفخ بقوه
Hold your arms out straight	<i>imsik thira'ak mustaqeeman</i>	امسک ذراعاك مستقيما
Lift your leg up	<i>irfah rijlak</i>	ارفع رجلك
Smile	<i>Ebtasim</i>	ابتسم
Can you chew this?	<i>Mumkin tia'liq haatha?</i>	ممكن تعالك هذا؟

Transport

ENGLISH	PRONUNCIATION	ARABIC
You need to go to hospital	<i>tahtaaaj trooh mustashfa</i>	تحتاج تروح مستشفى
You need to see a doctor	<i>tahtaaaj An tara tabeeb</i>	تحتاج أن ترى طبيب
We will take you to hospital	<i>sawfa nakhuthak Lel-mustashfaa</i>	سوف نأخذك للمستشفى
Do you want to go to hospital?	<i>Hal Treed trooh mustashfaa?</i>	هل ت يريد تروح مستشفى؟
Which hospital do you want to go?	<i>Ela Ay mustashfa tureed althihaab</i>	إلى أي مستشفى ت يريد الذهاب؟
You have refused treatment / hospital, please sign this form to document your refusal	<i>rfadhat trooh mustasha waqih huna law samaht</i>	رفضت تروح مستشفى وقد هنا لو سمحت

Transport

ENGLISH	PRONUNCIATION	ARABIC
The patient is a minor, the guardian must sign to confirm refusal of treatment / hospital	<i>almareedh taht alsin alqanooni yajib an tuwa-qih huna li-tu-akid rafdhak lil-ilag</i>	المريض تحت السن القانوني يجب ان توقع هنا لتأكيد رفضك للعلاج
You have refused treatment / hospital but you can still seek help at any time	<i>rfadhat trooh almoustashfa lakin yum-ki-nuk talab almusa-ada fee ay waqt</i>	رفضت تروح المستشفى لكن يمكنك طلب المساعدة في أي وقت
If you need any help please call or come back to us	<i>itha tahtaj musa-ada etasil aw raje-naa</i>	اذا تحتاج مساعدة اتصل او راجعنا

Useful phrases

ENGLISH	PRONUNCIATION	ARABIC
Hospital	<i>Mustashfa</i>	مستشفى
Accident	<i>Hadith</i>	حادث
Car Accident	<i>Hadith sayarah</i>	حادث سيارة
Pedestrian	<i>Moshat</i>	مشاة
Medical	<i>Ti-bee</i>	طبي
Send	<i>Ersaal</i>	ارسال
Received	<i>estilaam</i>	استلام
Left	<i>Yasaar</i>	يسار
Right	<i>Yameen</i>	يمين
Straight	<i>mustaqeem</i>	مستقيم
Hour	<i>saa'a</i>	ساعة
Minute	<i>Daqeeqa</i>	دقيقة
Husband	<i>Zawjak</i>	زوجك
Wife	<i>Zawjatak</i>	زوجتك
Smoking	<i>al-tadhkheen</i>	التدخين
Drinking (alcohol)	<i>Shurb al kuhool</i>	شرب الكحول

Useful words

ENGLISH	PRONUNCIATION	ARABIC
And	<i>Wa</i>	و
Or	<i>Aw</i>	أو
Which	<i>Ay</i>	أي
What	<i>Matha (Shoo)</i>	ماذا (شو)
When	<i>Mata</i>	متى
Do you know	<i>Hal taa'rif</i>	هل تعرف
How	<i>Kayf</i>	كيف
This	<i>Hatha</i>	هذا
Maybe	<i>Mumkin</i>	ممکن
Start	<i>Ba-da-a</i>	بدأ

Numbers and Dates

0	1	2	3	4	5	6	7	8	9	10
sifir	wahid	ithnain	thalatha	Arba'a	khamsa	sita	saba'a	thamania	tisa'a	ashra
صفر	واحد	اثنين	ثلاثة	اربعة	خمسة	ستة	سبعة	ثمانية	تسعة	عشرة

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Ahad	Ithnain	Thulathaa	Arbia'a	Khamees	Juma'a	Sabt
أحد	اثنين	ثلاثاء	اربعاء	خميس	جمعة	سبت

Today	Yesterday	1 9 _ _	2 0 _ _
Alyawm	Ams	1 9 _ _	20 _ _
اليوم	امس	الف و تسعون	الفين

January	February	March	April	May	June
Ynaayir	Febrayir	Mars	Aprel	Mayo	Yoniyo
يناير	فبراير	مارس	ابريل	مايو	يونيو
July	August	September	October	November	December
Yolyoo	Aghustus	September	Oktobar	November	December
يوليو	اغسطس	سبتمبر	اكتوبر	نوفمبر	ديسمبر

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Fall Risk Assessment Tool

If patient has any of the following condition, check the box and apply Fall Risk Intervention as indicated.

High Fall Risk - Ensure patient is moved by stretcher

- History of more than one fall within 6-month prior
- Patient has experienced a fall during the time crew has been with patient
- Patient experienced a seizure

Low Fall Risk – Patient must be moved by stretcher

- Complete paralysis or completely immobilized

Do not continue with Fall Risk Score Calculation if any above conditions are checked.

Fall Risk Calculation - Select the appropriate option in each category. Add all points to calculate the Fall Risk Score. (If no option is selected, score for category is 0)

Points

Age

- 60-69 years (1 point)
- 70-79 years (2 points)
- greater than or equal to 80 years (3 points)

Elimination, Bowel and Urine

- Incontinence (2 point)
- Urgency/Frequency and incontinence (3 points)

Fall Risk Assessment Tool

Fall Risk Calculation - Select the appropriate option in each category. Add all points to calculate the Fall Risk Score. (If no option is selected, score for category is 0)	Points
Medications: PCA/opiates, anticonvulsants, antihypertension, diuretics, hypnotics, laxatives, sedatives, and psychotropics <input type="radio"/> On one fall risk drug (1 point) <input type="radio"/> On two or more fall risk drugs (2 points) <input type="radio"/> Sedation procedure within past 24 hours (3 points)	
Patient Care Equipment: Any equipment that tethers patient (e.g. IV Infusion, chest tube, indwelling catheter, etc.) <input type="radio"/> One present (1 point) <input type="radio"/> Two Present (2 points) <input type="radio"/> Three or more present (3 points)	
Mobility (May select multiple and add score together) <input type="radio"/> Requires assistance or supervision for mobility, transfer, or ambulation (2 points) <input type="radio"/> Unsteady gait (2 points) <input type="radio"/> Visual or auditory impairment affecting mobility (2 points)	

Fall Risk Assessment Tool

Fall Risk Calculation - Select the appropriate option in each category. Add all points to calculate the Fall Risk Score. (If no option is selected, score for category is 0)	Points
Cognition (May select multiple and add score together) <input type="radio"/> Altered awareness of immediate physical environment (1 point) <input type="radio"/> Impulsive (2 points) <input type="radio"/> Lack of understanding of one's physical and cognitive limitations (4 points)	
Total Fall Risk Score (Sum of all points per category)	
SCORING: 6 or greater patient must be transported on stretcher	

Na'am

نعم
YES

La

لا
NO

Muwafiq

موافق
OK

FLACC

To be used to assess pain for children between the ages of 2 months - 7 years or individuals that are unable to communicate their pain. The scale is scored between a range of 0 - 10 with 0 representing no pain.

Only document the total pain score in the PCR and write as 'FLACC 3' for example. This score is to be repeated frequently to continuously re-evaluate pain status'.

Category	Scoring
	0
Face	No Particular expression or smile
Legs	Normal position or relaxed
Activity	Lying quietly, normal position, moves easily
Cry	No cry (awake or asleep)
Consolability	Content, relaxed

Frequent to constant quivering chin, clenched jaw

Kicking or legs drawn up

Squirming, shifting back and forth, tense

Arched, rigid or jerking

Crying steadily, screams or sobs, frequent complaints

Moans or whimpers; occasional complaint

Reassured by occasional touching, hugging or being talked to; distractable

Difficult to console

Each of the five categories is scored from 0 - 2, resulting in total range of 0 - 10,
FLACC = Face, Legs, Activity, Cry, Consolability

FLACC

الإسعاف National
الوطني Ambulance



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Wong-Baker FACES Pain Rating Scale

0 NO HURT	2 HURTS LITTLE BIT	4 HURTS LITTLE MORE	6 HURTS EVEN MORE	8 HURTS WHOLE LOT	10 HURTS WORST
<i>La yojad alam</i>	<i>Alam baseet</i>	<i>Alam wasat</i>	<i>Akthar min al wasat</i>	<i>Alam shaaed</i>	<i>Alam haad</i>
لَا يُوجَدْ الْأَمْ	أَلْمَ بِبَيْنِهِ	أَلْمٌ وَسَطٌ	أَلْمٌ أَكْثَرُ مِنْ الْوَسْطِ	أَلْمٌ شَدِيدٌ	أَلْمٌ حَادٌ

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