National الإسعاف الـوطـنـى Ambulance Introduction

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ARABIC COMMUNICATION BOOK

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سماف

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National الإسعاف الوطنى Ambulance

KNOWLEDGE MANAGEMENT

IT, Data, Information & Knowledge Systems,
Best Practice Sharing and Arabic Developmen

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

"Paramount pre-hospital care provider in the Middle East"

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

This book compliment's the Arabic training made available to all staff and available through National Ambulance e-learning.

For assistance with pronunciation, e-learning on the use of this book is provided within our QHSE Training Library.

This can be accessed online at the following address:

http://www.nationalambulance.ae/Lessons/Arabic-Communication-Book/player.html

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

Regards,

The KM Team

Patient Information Gathering

ENGLISH	PRONUNCIATION	ARABIC
Please write these details down for me	Lao samaht uktub hathi albayanaat	لو سمحت اكتب هذه البيانات
Name	Alisim	الاسم
Age	Alomur	العمر
Date of Birth	Yawm meladak	يوم ميلادك
Address	Alinwaan	العنوان
Doctors information	Baynaat ta-beeb	بيانات الطبيب
Mobile number	Raqam hatifak	رقم هاتفك
Next of Kin	Aqaari-bak	أقاربك

Introduction

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

Introduction

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

Assessment

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

Assessment

ENGLISH	PRONUNCIATION	ARABIC
I am going to check your:	Sa-afhas:	سأ <u>فحص:</u>
PulseBlood pressureTemperatureBlood sugar	NabadhakDhaght al-damAl-hararahAlsuqar	 نبضك ضغط الدم الحرارة السكري
I am going to: Shine a light in your eyes Listen to your breathing Put stickers on your chest Check for injuries	Sawfa: owajih dhaw a'la aynak asma' tanafusak Adhaa' Lasacat a'la sadrik Af-has juroohak	سوف: الحجه قلم الضوء على عينك أسمع تنفسك اضع لصقات على صدرك افحص جروحك
Is that OK?	Hal Hatha Jayed (zain)?	هل هذا جيد(زين)؟

ENGLISH	PRONUNCIATION	ARABIC
Have you been injured?	Indak Jarih	عندك جرح؟
Do you have pain?	Indak Wadja	عندك وجع؟
Do you have allergies?	Indak hasasiya?	عندك حساسية؟
Medical glovesPlastersFoodInsectsMedication	KafazaatLasacatAkilA'dhat hasharaatAdweeya	 ففاز ات أكل عضة حشرات أدوية (دوا)
Do you take medication?	Takhuth Adweeya?	تأخذ أدوية؟
Blood pressureHeartAsthmaDiabetesFeverStroke	 Dhaght al-dam Qaalb Alrabu Alsukaree Humaa Galta damaghiya 	 ضغط الدم قلب الربو السكري حمی جاطة دماغية

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

ENGLISH	PRONUNCIATION	ARABIC
Fever	Huma	حمی
Diarrhoea	Es-haal	اسهال
Constipation	Emsaak	امساك
Palpitations	Khafaqan	خفقان
Urine	Ball	بول
Bleeding	Nazeef (Dam)	نزف (دم)
Violence	o'nf	عنف
Injury	jurh	جرح
Poisoning	Tasammum	تَسَمُم
Allergic reaction	Tahassos	تَحسُس
Seizure	Tashannuj	تَشنُج
Epilepsy	Sara'a	صَرَع
CVA	Sakta damaghia	سكته دماغيه
Heart Attack	Sakta qalbia	سكتة قلبيه

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

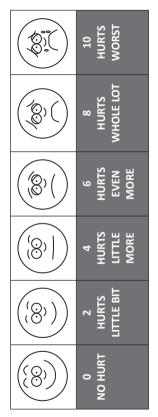
Parts of the Body

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

Pain

ENGLISH	PRONUNCIATION	ARABIC
Do you have pain?	Indak waja'?	عندك وجع؟
Where is the pain?	Ayna al waja	أين الوجع ؟
Is the pain constant?	Hal alwaja' Thabit?	هل الوجع ثابت؟
Does the pain get worse when you:	Hal al waja yasoo indama:	هل الوجع يسوء عندما:
Breath?Move?Cough?Touch?	ta-tanafas?ta-ta-harak?ta-Kuh?talmis?	 نتنفس؟ نتحرك؟ نكح؟ نلمس؟
Does the pain move anywhere? (point)	Hal al-wja yataharak?	هل الوجع يتحرك؟
How bad is the pain?	Kam alwaja' say-ye?	كم الوجع سيء؟

How bad is the pain?



Alam haad	ألم حاد
Alam shadeed	ألم شديد
Akthar min al wasat	ألم أكثر من الوسط
Alam wasat	ألم وسط
Alam baseet	ألم بسيط
La yojad alam	لا يوجد ألم

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Maternity

ENGLISH	PRONUNCIATION	ARABIC
Are you pregnant?	Antee Hamil?	أنتي حامل؟
How many weeks?	Kam isboo anti hamil?	كم اسبوع أنتِ حامل؟
How many babies have you had?	kam tifil indak?	كم طفل عندك؟
How often are your contractions?	Kam marah indak taqlusaat?	كم مرة عندك تقاصات؟
• Every 15 minutes	 kol khamsat ashar daqeeqa 	 كل خمسة عشر دقيقة
• Every 10 minutes	• kol ashrat daqayeq	 كل عشرة دقائق
• Every 5 minutes	 kol khamsat daqayeq 	• كل خمسة دقيقة
• Every 2 minutes	• kol daqeeqatein	• كل دقيقتين

Maternity

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

Burns & Stroke

BURNS					
ENGLISH	PRONUNCIATION	ARABIC			
What is the cause of the burn?					
Hot Water	Maa' sakhin	ماء ساخن			
Hot Oil	Zayt sakhin	زيت ساخن			
Chemical Substance	Madda kimia'iya	مادة كيميائية			
Electrical Shock	Sa'qa kahruba'iya	صعقة كهربائية			
	STROKE				
ENGLISH	PRONUNCIATION	ARABIC			
When did you start • feeling weakness in your limbs? • Have slurred speech	Mata bada'ta bil • Ihsas bilda'af fi yadik/rijlik • Thiqal inda alta- haduth	متى بدأت بال • احساس بالضعف في يدك/ر جلك • ثقل عند التحدث			

Interventions

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

Interventions

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

Transport

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

Transport

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

Useful phrases

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

Useful words

ENGLISH	PRONUNCIATION	ARABIC
And	Wa	و
Or	Aw	أو
Which	Ay	أي
What	Matha (Shoo)	ماذا (شو)
When	Mata	متی
Do you know	Hal taa'rif	هل تعرف
How	Kayf	كيف
This	Hatha	هذا
Maybe	Mumkin	ممكن
Start	Ba-da-a	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	خمیس	جمعة	سبت

Today	Yesterday	19	20
Alyawm	Ams	19	20
اليوم	امس	الف و تسعمائة	الفين

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

Patient Information Gathering

ENGLISH	PRONUNCIATION	ARABIC
Please write these details down for me	Lao samaht uktub hathi albayanaat	لو سمحت اكتب هذه البيانات
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Doctors information	Baynaat ta-beeb	بيانات الطبيب
Mobile number	Raqam hatifak	رقم هاتفك
Next of Kin	Aqaari-bak	أقاربك









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)		
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 On one fall risk drug (1 point) On two or more fall risk drugs (2 points) 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.) One present (1 point) Two Present (2 points) Three or more present (3 points)	
Mobility (May select multiple and add score together) Requires assistance or supervision for mobility, transfer, or ambulation (2 points) Unsteady gait (2 points) 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) Altered awareness of immediate physical environment (1 point) Impulsive (2 points) 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		



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'.

Catergory	Š	Scoring	
	0	1	2
Face	No Particular expression or smile	Occasional grimace or frown, withdrawn, disinterested	Frequent to constant quivering chin,clenched jaw
Legs	Normal position or relaxed	Uneasy, restless, tense	Kicking or legs drawn up
Activity	Lying quietly, normal position, moves easily	Squirming, shifting back and forth, tense	Arched, rigid or jerking
Cry	No cry (awake or asleep)	Moans or whimpers; occasional complaint	Crying steadily, screams or sobs, frequent complaints
Consolability	Content, relaxed	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, Cny, Consolability

FLACC





National الإسعاف Ambulance الوطني

Level 13, Aldar HQ Building Al Raha Beach, P.O. Box 63788 Abu Dhabi, United Arab Emirates Dispatch (24 hrs.): +971 2 596 8700 Telephone: +971 2 596 8600 Fax: +971 2 441 2266 www.nationalambulance.ae

Wong-Baker FACES Pain Rating Scale

	10 HURTS WORST
(\$)()	8 HURTS WHOLE LOT
(8)()	6 HURTS EVEN MORE
(8)	4 HURTS LITTLE MORE
(,8,))	2 HURTS LITTLE BIT
((8))	0 NO HURT

Alam haad	ألم حاد
Alam shadeed	ألم شديد
Akthar min al wasat	ألم أكثر من الوسط
Alam wasat	ألم وسط
Alam baseet	ألم بسيط
La yojad alam	۲ ټا <i>ر</i>

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