**Making a Doctor's Appointment**

**Grace is sick. She calls her doctor's office to make an appointment for today.**

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| Laura | Primary Medical Group. How may I help you? |
| Grace | I'd like to make an appointment with Dr. Feinberg. |
| Laura | Your name? |
| Grace | Grace Lee. |
| Laura | **What's the nature of your visit**? |
| Grace | I think I've **come down with** the flu. |
| Laura | We **have an opening** tomorrow at three. |
| Grace | I can't wait that long. I'm really sick! |
| Laura | Well, unfortunately, Dr. Feinberg is **booked solid** today. If he were free **at all**, I would **squeeze you in**. |
| Grace | Can anybody else see me? |
| Laura | **Hang on**. Let me check … You're **in luck**. Dr. Wilson can see you at four o'clock this afternoon. |
| Grace | Don't you have anything earlier today? |
| Laura | No, **I'm afraid not**. We're **short-staffed** this week. |
| Grace | So there's no way I can come in before four today? |
| Laura | I'd like to help you, but **my hands are tied**. If I were you, I would grab this four o'clock appointment. |
| Grace | Okay. I'll take it. |

**Idioms & Expressions**

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| **At all**  | To any extent; in any way.Did Kelly help organize the party?" ــــ "No, she was no help **at all**." |
| **Booked solid** | Unavailable; having all appointments taken.We wanted to stay in the Palace Hotel during our stay in Prague, but it was **booked solid**. |
| **Come down with** | To become ill with; to catch a sickness.Your throat hurts and you feel warm? I hope you're not **coming down with** something! |
| **Hang on** | Wait; give me some time.The phone is for me? **Hang on**. I'll be there in a minute. |
| **Have an opening** | To have an available space in a schedule.Olivia is sick. I'm going to see if her doctor **has an opening** for this afternoon. |
| **I'm afraid not** | Sorry, but I can't do that.-"Can you give me a ride to the airport on Saturday morning?"- "No, **I'm afraid not**. I have other plans."  |
| **In luck** | Lucky; fortunate.You want to see the football game on Saturday? You're **in luck**! I've got an extra ticket. |
| **My hands are tied** | There's nothing I can do.I'd like to give you more time to finish the test, but **my hands are tied.** |
| **Short-staffed** | Without enough staff; having less staff than usual.Sorry you had to wait so long. We're **short-staffed** today. |
| **Squeeze someone in** | To make an appointment available.You want an appointment for a haircut today? I can **squeeze you in** with Lynn at 3 o'clock. |
| **what's the nature of you visit** | Why are you coming? Why do you need to see the doctor?You want to see Dr. Patel? **What's the nature of your visit?**  |