Welcome to Canada!

Everyday English Phrasebook

The key phrases from every New Canadian English lesson, with simple meanings and speaking practice.

1. Talking to Your Doctor
2. At the Pharmacy
3. Opening a Bank Account

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NEW CANADIAN ENGLISH · PHRASEBOOK · LESSON 1

Talking to Your Doctor

Sam has a sore throat and a fever. He visits a walk-in clinic for the first time. Learn what to say at the front desk and how to explain your symptoms to the doctor.

Part 1: At the Front Desk

"I'd like to see a doctor, please."
SAY IT OUT LOUD

= a polite way to ask for a doctor
"I'd like" = "I want" (more polite)

"I don't have an appointment."
SAY IT OUT LOUD

= you did not book a time
walk-in clinic = no appointment needed

"Here it is."
SAY IT OUT LOUD

= said when you hand something over
In Ontario, your health card is your OHIP card
Bring it to every visit

"This is my first visit."
SAY IT OUT LOUD

= you are a new patient
The clinic will make a new file for you

"What's the reason for your visit?"

= Why are you here today?
You will hear this question a lot

"I've had ___ for ___."
SAY IT OUT LOUD

= how long you have felt sick
I've had a headache for two days.
I've had a cough for one week.

"Please have a seat."

= please sit down and wait
"We'll call your name." = they will say your name when the doctor is ready

Part 2: With the Doctor

"What brings you in today?"

= Why did you come to the doctor?
Doctors often say this instead of "What's wrong?"

"It started ___ ago."
SAY IT OUT LOUD

= when the problem began
It started yesterday.
It started two weeks ago.

"Mild or severe?"
SAY IT OUT LOUD

mild = a little · severe = very bad
"It's pretty bad." also works

"It hurts when I ___." SAY IT OUT LOUD	*= when you feel pain* It hurts when I walk. It hurts when I breathe.
"Are you taking any medication?"	*medication = medicine* If not: "No, I'm not taking anything."
"I'm allergic to ___." SAY IT OUT LOUD	*= something that makes you sick* I'm allergic to peanuts. I'm allergic to cats.
"I'll write you a prescription."	*= a doctor's note to get medicine* Take it to a pharmacy (drugstore)
"How often should I take it?" SAY IT OUT LOUD	*= asking about your medicine schedule* once a day · twice a day · every 8 hours

No family doctor yet?
You can visit a walk-in clinic without an appointment. Bring your health card, and expect to wait.
Say: "I'd like to see a doctor, please."

Your turn: practise out loud

RECEPTIONIST ASKS How can I help you?	YOU SAY I'd like to see a doctor, please.
RECEPTIONIST ASKS Do you have your health card?	YOU SAY Yes, here it is.
DOCTOR LEE ASKS What brings you in today?	YOU SAY I've had a sore throat for three days.
DOCTOR LEE ASKS Do you have any allergies?	YOU SAY Yes, I'm allergic to penicillin.
DOCTOR LEE ASKS I'll write you a prescription.	YOU SAY How often should I take it?

Hear every phrase: **newcanadianenglish.com/doctor** · Watch the lesson: **youtube.com/@NewCanadianEnglish**

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NEW CANADIAN ENGLISH · PHRASEBOOK · LESSON 2

At the Pharmacy

Sam takes his prescription to the pharmacy. Learn how to drop off a prescription, talk about your drug plan, ask how to take your medicine, and pay at the counter.

Part 1: Dropping Off

"Are you dropping off or picking up?" SAY IT OUT LOUD	*drop off = give your prescription · pick up = get your medicine* Look for the DROP OFF and PICK UP signs
"I'm dropping off a prescription." SAY IT OUT LOUD	*= you are giving them your doctor's note* Say it when you arrive at the counter
"Is this your first time here?"	*= the pharmacy will make a profile for you* Name · date of birth · health card · allergies
"Do you have a drug plan?" SAY IT OUT LOUD	*drug plan = insurance that helps pay for medicine* Many people get one through work "No, I don't have a drug plan."
"Is this covered by OHIP?" SAY IT OUT LOUD	*covered = paid for* OHIP pays for doctor visits — most adults pay for prescriptions Age 24 or younger, no private plan? OHIP+ can help
"It will be ready in ___."	*= when you can pick up your medicine* It will be ready in one hour. It will be ready tomorrow.
"I'll wait." / "I'll come back later." SAY IT OUT LOUD	*= two easy ways to answer* I'll wait = stay at the pharmacy I'll come back later = leave and return

Part 2: Picking Up

"Your prescription is ready."	*= you can pick up your medicine now* They often ask your date of birth to check it's you
"How should I take it?" SAY IT OUT LOUD	*= the most important question at the pharmacy* How much · how often · when
"Take it with food."	*= eat something when you take your medicine* on an empty stomach = before you eat

"Do I need to finish all of it?" SAY IT OUT LOUD	*= should I take every pill?* Some medicines: yes · some: no — always ask
"Are there any side effects?" SAY IT OUT LOUD	*side effect = an unwanted effect of a medicine* upset stomach · feeling sleepy
"Are there any refills?"	*refill = more medicine without a new doctor visit* Your label shows how many refills you have
"Can I pay by debit?" SAY IT OUT LOUD	*tap = touch your card on the machine* "Can I pay by credit card?"
"Would you like a receipt?"	*say yes — keep your receipts!* You may claim medical expenses on your taxes A drug plan may pay you back

Ontario tip

Pharmacists can check and treat some common problems, like pink eye or a cold sore. The visit is free with your health card. Ask: "Can the pharmacist look at this?"

Your turn: practise out loud

PHARMACIST ASKS	YOU SAY
Hi there. Are you dropping off or picking up?	I'm dropping off a prescription.
Do you have a drug plan?	No, I don't. Is this covered by OHIP?
Take it twice a day, with food.	Do I need to finish all of it?
Do you have any questions?	Are there any side effects?
It's eighteen fifty.	Yes, please. Can I pay by debit?

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NEW CANADIAN ENGLISH · PHRASEBOOK · LESSON 3

Opening a Bank Account

Sam has a new job and needs a bank account. Learn what ID to bring, the difference between chequing and savings, and how to ask about fees, your debit card and e-Transfers.

Part 1: At the Bank

"I'd like to open a bank account."
SAY IT OUT LOUD

"I'd like" = the polite way to ask
Say it when you arrive at the bank

"Newcomer package"

= a special offer for people new to Canada
Often lower fees for the first year
Ask: "Do you have a newcomer package?"

"Two pieces of ID"

ID = documents that show who you are
Passport
Work permit · study permit · PR document

"Here's my passport."
SAY IT OUT LOUD

"here's" = when you give something
Here's my work permit.

"Chequing or savings?"
SAY IT OUT LOUD

chequing = everyday spending · savings = money to keep
groceries · bills → chequing

"What's the difference?"
SAY IT OUT LOUD

= ask this when you don't understand two choices
A great question anywhere!

"I'd like both, please."
SAY IT OUT LOUD

both = the two things
I'd like both chequing and savings.

Part 2: Fees & Your Card

"Is there a monthly fee?"
SAY IT OUT LOUD

fee = money you pay the bank
Some accounts have a monthly fee, some don't

"When will I get my debit card?"
SAY IT OUT LOUD

debit card = pays with money from your chequing account
Tap or insert it to pay

"Choose a PIN."

PIN = your secret 4-digit number
Never share your PIN — not even with the bank

"Can I send an e-Transfer?"
SAY IT OUT LOUD

e-Transfer = send money by email or phone number
Use your bank app

"Direct deposit" SAY IT OUT LOUD	*= your pay goes right into your account* "How do I set up direct deposit?"
"Account number"	*= the number for your account* On your direct deposit form or in your bank app
"Is my money safe?"	*CDIC protects eligible deposits* Up to $100,000 per category, at member banks
"Thank you so much for your help." SAY IT OUT LOUD	*= a warm, polite thank-you* Use it anywhere in Canada

Canada tip

You have the right to open a basic bank account, even with no job or credit history. You just need acceptable ID, and you don't need a Social Insurance Number for a basic account.

Your turn: practise out loud

BANK ADVISOR ASKS	YOU SAY
Good afternoon. How can I help you today?	Hi. I'd like to open a bank account, please.
Can I see two pieces of ID?	Sure. Here's my passport and my work permit.
Chequing or savings?	What's the difference?
Is there anything else?	Is there a monthly fee?
You can get it today. Please choose a four-digit PIN.	Okay. Can I send money with my phone?

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