**Materials Description and Content:** *Spanish for Eye Care Providers* (SECP) is published by Command Spanish®, Inc. and consists of 90 pages bound in a 3-ring binder with 3 accompanying CDs and a laminated Power Spanish™ Appointment Card. In addition to a special section devoted to pronunciation, SECP contains the following language sections: Greetings and Goodbyes; Etiquette and Social Niceties; Communication Strategies; Front Office Management and Patient Registration; Patient Medical History; Preliminary Assessment; Ophthalmologic/Optometric Eye Exams; Diagnosis; Treatment; Patient Dismissal; and Optician’s Phrases. The manual also contains the following appendices: Spanish Alphabet; Colors; Eye Chart Vocabulary; Numbers; Glossary; Money Matters; Cultural Notes; and Universal Patient Information Forms.

**Program Description:** This is a comprehensive training manual that focuses on all aspects of eye care for eye care professionals: optometrists, ophthalmologists, and opticians. The manual focuses on patient arrival and registration, collecting patient information; conducting the eye exam; diagnosis; treatment; selecting and fitting glasses; instructions for using contact lenses, etc. **No prior knowledge of Spanish is necessary.**

**Goal:** To provide non-Spanish-speakers with specific Spanish language skills so that they will be able to better communicate with Spanish-speaking patients or clients/customers while engaging in routine eye care procedures and protocols.

**Objectives:** Upon completion of this program, participants will be able to use Spanish to: greet patients; conduct eye exams; diagnose and treat patients; and assist in selecting glasses and/or contact lenses.

**Methods of Instruction:** Modeling, intensive drill, choral response, alpha-beta line, learning pairs and triads, Total Physical Response, role-playing, simulations, and situation cards.

**Cross-Cultural Component:** None.

**Intended Audience:** This is intended for non-Spanish-speaking optometrists, ophthalmologists, opticians, and their staff.

**Length of Instruction:** 8-24 hours, depending on client’s needs and interests. (See also “Special Considerations” below).

**Special Considerations:** Instruction can be segmented (opticians, ophthalmologists, optometrists, and their related office staff).
# Table of Contents

Acknowledgments ................................................................................................................................. iii

Advisors and Contributors to the Project ................................................................................................ iii

How to Use This Manual ........................................................................................................................ iv

Section I: Spanish Pronunciation ........................................................................................................... 1

Section II: Greetings and Goodbyes ....................................................................................................... 7

Section III: Etiquette and Social Niceties .................................................................................................. 8

Section IV: Communication Strategies ................................................................................................... 9

Section V: Front Office Management and Patient Registration .............................................................. 11

Section VI: Patient Medical History ....................................................................................................... 15

Section VII: Preliminary Assessment ..................................................................................................... 20

Section VIII: Ophthalmologic/Optometric Eye Exams ......................................................................... 28

Section IX: Diagnosis .............................................................................................................................. 40

Section X: Treatment ................................................................................................................................. 45
  Part A: General ........................................................................................................................................ 45
  Part B: Medical Treatments ...................................................................................................................... 47

Section XI: Patient Dismissal .................................................................................................................... 51

Section XII: Optician’s Phrases ................................................................................................................ 55
  Part A: Upon Client’s Arrival .................................................................................................................. 55
  Part B: Selecting and Fitting Glasses ..................................................................................................... 56
  Part C: Instructions for Contact Lenses .................................................................................................. 66
  Part D: Client’s Dismissal ......................................................................................................................... 69

Appendix A: Spanish Alphabet .................................................................................................................. 71

Appendix B: Colors ................................................................................................................................. 72

Appendix C: Eye Chart Vocabulary ......................................................................................................... 73

Appendix D: Numbers ............................................................................................................................... 74

Appendix E: Glossary ................................................................................................................................. 75

Appendix F: Money Matters ..................................................................................................................... 79

Appendix G: Cultural Notes ...................................................................................................................... 80

Appendix H: Universal Patient Information Forms .................................................................................. 81
Acknowledgements

Command Spanish, Inc. is indebted to Mrs. Lauree Mills-Mooney for her perseverance and great skill in formatting and word processing the manual. Special thanks are given to Dr. Maryjane Dunn for proofing the manual and to Melba Chauvin for engineering the audio accompaniment.

Advisors to the Project OR Special Thanks

Donald B. Bogue, O.D., Angelina Eye Center, Lufkin, Texas
Cheri Gibson, ABO Certified, Eye Works Inc., Hattiesburg, Mississippi
Linda Hartfield, ABOM, NCLE, Hattiesburg, Mississippi
Jaime Jiménez, M.D., Southern Eye Center, Hattiesburg, Mississippi
Dr. Kathy Lentz, M.D., Ophthalmologist, Missouri
Álvaro J. Moreno, O.D., Moreno Eye Care, Petal, Mississippi

Language Consultants

M. Edith González De León, B.A., University of Querétaro, México
Lucy Solano Acosta, M.A., University of Southern Mississippi, and B.A., National University of Colombia, Bogotá, Colombia