

Command Spanish® Program Data Sheet
for
Spanish for the Chiropractic Office

Materials Description and Content: *Spanish for the Chiropractic Office (Chiropractic)* is published by Command Spanish®, Inc. Consumer Division and consists of a 76 page perfect-bound manual with two accompanying audio CDs. It was authored in consultation with leading professionals in the field of chiropractic medicine. In addition to a special section devoted to pronunciation, *Chiropractic* contains the following work-specific language sections: Greetings and Goodbyes; Etiquette and Social Niceties; Communication Strategies; Numbers; Patient Registration; Front Office Management and Patient Traffic; Patient Medical History; Patient Body Positioning; Doctor's Exam; New Patient Consultation; X-Rays and Scans; Treatment Procedures; Adjustments; Massage Therapy; and Office Dismissal. *Chiropractic* also contains the following appendices: Cultural Notes; The Human Body (illustration); Announcing Dates and Times; and a detailed Chiropractic Glossary.

Program Description: This program is designed to provide non-Spanish-speaking chiropractors, their assistants, and their front office staff with functional skills in Spanish. The program utilizes phonetic encoding to address the most important Spanish commands, questions, and phrases critical to working with eye exam clients. **No prior knowledge of Spanish is necessary.**

Goal: To prepare non-Spanish-speaking chiropractors and others involved in chiropractic services to use Spanish language skills to enhance their ability to professionally conduct chiropractic exams and treatments for their Spanish-speaking patients.

Objectives: Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive patients; collect personal, medical, and insurance information; conduct an initial consultation; perform an chiropractic exam; discuss diagnoses and treatments; administer various types of treatments and adjustments; and set appointments and dismiss clients.

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: Optional 1 – 2 hours based on *Spanish-Speakers and You (medical version)*.

Intended Audience: This program is intended for chiropractors, their assistants and front office staff. During training participants may be comprised of any combination of the above, or may be segmented into job specific groups.

Length of Instruction: 12-24 hours.

CEUs Available: 1 - 2

Special Considerations: Although not specifically designed for them, this manual would also be helpful for physical therapists and massage therapists and their staffs.