

Command Spanish® Program Data Sheet for *Spanish for Dental Staff*

Materials Description and Content: *Spanish for Dental Staff* (SDS) is published by Command Spanish®, Inc. and consists of a 72-page manual bound in a 3-ring binder with 2 accompanying CDs and a laminated Power Spanish™ Appointment Card. It was developed in consultation with dentists, dental hygienists, oral surgeons, and surgical nurses. In addition to a special section devoted to pronunciation, SDS contains the following work-specific language sections: Front Office Management; Dental Exams; Procedures; Treatment; Cleaning; X-rays; and Follow Up Instructions. SDS also contains the following appendices: Dental Glossary; Postoperative Instructions; Dental Diagrams; and Signs for the Dental Office.

Program Description: This program is designed to train non-Spanish-speaking dental office and oral surgical personnel in functional Spanish skills. Emphasis is placed on enhancing patient care, facilitating registration and dismissal, reducing the Spanish-speaking patient's fear and anxiety, and improving patient involvement in dental procedures. **No prior knowledge of Spanish necessary.**

Goal: To provide functional Spanish for non-Spanish-speaking dental staff, allowing them to better treat and care for Spanish-speaking patients.

Objectives: Upon completion, participants will be able to use Spanish to: register patients; obtain medical history; engage in office etiquette; explain routine procedures; give directions to patients during procedures; explain anesthesia; explain billing procedures; instruct patients concerning medications; instruct patients concerning post-operative problems.

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: Because of the brief and limited interaction between patient and dentist staff, no specific cross-cultural component is included.

Intended Audience: This program is intended for dentists, dental assistants, dental hygienists, receptionists, office managers, oral surgeons, and surgical nurses.

Length of Instruction: 8 to 24 hours, depending upon the needs of the dental staff. Instruction can be segmented into 4 or 8 hour segments among front office staff, hygienists, and dentists.

Special Considerations: This program can be taught using segmented instruction.

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Power Spanish™ Appointment Card (to be used with wet-erase pen)	Binder Pocket

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