

**Command Spanish® Program Data Sheet**  
for  
*Spanish for Emergency Room Staff*

**Materials Description and Content:** *Spanish for Emergency Room Staff* (SERS) is published by Command Spanish®, Inc. and consists of a 124-page manual bound in a 3-ring binder with 4 accompanying audio CDs. It was developed in consultation with practicing emergency department physicians, nurses, triage nurses, EMTs, and ER administrators. In addition to a special section devoted to pronunciation, SERS contains the following work-specific language sections: triage-initial assessment; patient traffic; registration, body commands, statements and questions for assessment & treatment; calming the patient; urine, stool, blood samples and throat swabs; chief complaints, assessment & treatment sections for respiratory, ENT, OB-GYN, chest pain & cardiovascular, musculoskeletal, pediatrics, neurology / stroke seizure, headaches, kidney problems just to name a few; invasive procedures to be announced / explained: cardioversion, catheter, intubation, dermabond of lacerations, etc.; announcing exams & surgery; and, patient discharge and instructions, and many more sections. SERS also contains the following glossaries: human body; diseases, disorders, and injuries; conditions and symptoms; operations and procedures; medical personnel; pharmacological terms; dates; cultural notes; and, numeric pain scale.

**Program Description:** This program is designed to train non-Spanish-speaking emergency department staff in functional Spanish language skills to communicate with Spanish-speaking patients. Training includes patient registration, taking patient's history, determining chief complaint, diagnosis, laboratory procedures, explaining and performing treatments, and discharging patients. **No prior knowledge of Spanish necessary.**

**Goal:** To train non-Spanish-speaking emergency department staff in practical, learner-friendly survival Spanish to better interact with Spanish-speaking patients in order to better provide quality medical care.

**Objectives:** Upon completion, participants will be able to use Spanish to: register a patient; obtain patient's history; determine patient's chief complaint; obtain vital signs; assess a patient's condition; explain diagnosis; explain treatments and other procedures; give discharge information and follow-up instructions.

**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:** Not included in manual.

**Intended Audience:** This program is intended for emergency department physicians, triage nurses, lab technicians, nurses, and EMS support staff.

**Length of Instruction:** 12 to 24 hours, depending on client's needs and interests.

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## *Spanish for Emergency Room Staff*

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