

Command Spanish® Program Data Sheet
for
Spanish for Optometrists

Materials Description and Content: *Spanish for Optometrists* is published by Command Spanish®, Inc. Consumer Division and consists of a 74 page manual and accompanying audio files. It was authored in consultation with leading professionals in the field of eye care. In addition to a special section devoted to pronunciation, this book 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; Preliminary Assessment; Optometric Eye Exams; Diagnosis; Treatment; Medication Issues; Patient Dismissal; Working with Children; and Working with Parents with Small Children. *Spanish for Optometrist* also contains the following appendices: Cultural Notes; Spanish Alphabet; Colors; Glossary; and a Universal Patient Information Form.

Program Description: This program is designed to provide non-Spanish-speaking optometrists, 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 general eye exam patients. **No prior knowledge of Spanish is necessary.**

Goal: To prepare non-Spanish-speaking optometrists and others involved in optometric services to use Spanish language skills by enhancing their ability to professionally conduct eye exams 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; use common expressions to guide a conversation; collect personal, medical, and insurance information; conduct a primary assessment; perform an optometric eye exam; discuss diagnoses and treatments; provide assistance to children and their parents; and set appointments and dismiss clients.

Intended Audience: This program is intended for optometrists, their assistants and front office staff.

Table of Contents

Audio CD Track List	iv
Acknowledgements, Advisors, and Consultants.....	v
Spanish Pronunciation	viii
Chapter 1: Greetings and Goodbyes.....	1
Chapter 2: Etiquette and Social Niceties	3
Chapter 3: Communication Strategies.....	5
Chapter 4: Numbers.....	7
Chapter 5: Patient Registration	11
Chapter 6: Front Office Management and Patient Traffic	13
Unit A: Front Office Management.....	13
Unit B: Patient Traffic	14
Chapter 7: Patient Medical History	15
Chapter 8: Preliminary Assessment	19
Chapter 9: Optometric Eye Exams.....	25
Chapter 10: Diagnosis.....	35
Chapter 11: Treatment	39
Chapter 12: Medication Issues	43
Chapter 13: Patient Dismissal	45
Chapter 14: Working with Children.....	49
Chapter 15: Working with Parents with Small Children.....	51
Appendix A: Cultural Notes.....	55
Appendix B: Spanish Alphabet	57
Appendix C: Colors.....	58
Appendix D: Glossary.....	59
Appendix E: Universal Patient Information Form	62

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 Andrew Schiwetz and Melba Chauvin for engineering the audio accompaniment.

ADVISORS TO THE PROJECT OR SPECIAL THANKS

Command Spanish, Inc. would like to express its appreciation to the following professionals for their great contribution to the successful creation of this manual:

Donald B. Bogue, O.D., Optometrist

Álvaro J. Moreno, O.D., Optometrist

LANGUAGE CONSULTANTS

M. Edith González De León, B.A., University of Querétaro, **México**

Lucy Yaneth Solano Acosta, M.A., University of Southern Mississippi, and B.A., National University of Colombia, Bogotá, **Colombia**