

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 perfect-bound manual with two accompanying audio CDs. 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.

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 Edition)*.

Intended Audience: This program is intended for optometrists, 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.

Special Considerations: None

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

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