

Command Spanish® Program Data Sheet
for
Spanish for the Physician's Office

Materials Description and Content: *Spanish for the Physician's Office* (SPO) is published by Command Spanish®, Inc. and consists of a 75-page manual and accompanying audio files. It was developed in consultation with practicing physicians, office nurses, and medical office managers. In addition to a special section devoted to pronunciation, SPO contains the following work-specific language sections: front office etiquette and management, patient registration, patient history; intake instructions and vitals; patient traffic; physician's exam; laboratory procedures; treatment procedures; physician referrals; patient discharge; making appointments; and office dismissal. SPO also contains pain assessment charts and the following glossaries: Human Body (interior and exterior); Diseases, Disorders, and Injuries; Conditions and Symptoms; Operations and Procedures; Medical Personnel; and Pharmacological.

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

Goal: To train non-Spanish-speaking physician's office 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: engage in office etiquette and protocols; register a patient; explain payment options; obtain patient's history; determine patient's complaint; obtain vital signs; assess a patient's condition; explain diagnosis; explain treatment provided by the physician; explain work-ups and other procedures; give discharge information and follow-up instructions.

Intended Audience: This program is intended for lab technicians, nurses, receptionists, office managers, support staff, and physicians.

Table of Contents

Acknowledgements.....	iii
Advisors and Consultants to the Project	iii
How to Use This Manual.....	iv
Disc Contents.....	vi
Section I: Spanish Pronunciation.....	1
 Language Menus	
Section II: Greetings and Goodbyes	6
Section III: Etiquette and Social Niceties.....	7
Section IV: Communication Strategies	8
Section V: Numbers	9
Section VI: Front Office Management - General Patient Information.....	12
Section VII: Front Office Management - Patient Registration and History	14
Part A: Patient Registration	14
Part B: Patient Medical History	16
Section VIII: Intake Instructions and Vitals.....	23
Section IX: Patient Traffic	24
Section X: Physician's Exam.....	25
Part A: Primary Assessment/Determining Chief Complaint.....	25
Part B: Diagnostic Questions.....	26
Group 1: Pain Assessment.....	26
Group 2: General or non-Specific	27
Group 3: Eyes, Ears, Nose, and Throat	28
Group 4: Respiratory	29
Group 5: Digestive & Stomach.....	30
Group 6: OB-GYN.....	31
Group 7: Allergies.....	32
Group 8: Additional Diagnostic Questions	32
Part C: Diagnostic Commands & Procedures.....	33
Section XI: Laboratory Procedures	37
Part A: Blood Draw	37
Part B: Urine Specimen.....	38
Part C: Stool Sample.....	39
Part D: Throat Swab	40
Section XII: Treatment Procedures.....	41
Section XIII: Physician Referrals.....	43
Section XIV: Patient Discharge Instructions	44
Section XV: Making Appointments	46
Section XVI: Office Dismissal.....	48
Glossaries: Appendix A-H.....	49
Appendix I: Problem Words.....	67

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