

Command Spanish® Program Data Sheet
for
Spanish for the Pharmacy: Prescription and Non-Prescription Sales

Materials Description and Content: *Spanish for the Pharmacy: Prescription and Non-Prescription Sales* is published by Command Spanish®, Inc. Consumer Division and consists of an 86 page perfect-bound manual with two accompanying audio CDs. It was authored in consultation with leading pharmaceutical professionals. 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; Initial Contact With Customer; Insurance Matters; Refills; Administration of Medicines; “Esto” Commands for Administering Medicines; and At the Cash Register. *Spanish for the Pharmacy: Prescription and Non-Prescription Sales* also contains the following appendices: Cultural Notes; Spanish Alphabet; Announcing Dates and Times; Spanish Surname System; Common Ailments, Symptoms, and Diseases; General Pharmacy Terminology; General Pharmacy Measurements; and a Metric Equivalents; Warnings and Side Effect Checklist.

Program Description: This program is designed to provide non-Spanish-speaking pharmacists and their assistants with functional skills in Spanish. The program utilizes phonetic encoding to address the most important Spanish commands, questions, and phrases critical to working with pharmacy customers. **No prior knowledge of Spanish is necessary.**

Goal: To prepare non-Spanish-speaking pharmacists and others involved in pharmacy services to use Spanish language skills to enhance their ability to professionally aid their Spanish-speaking customers.

Objectives: Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive customers; express client privacy issues; receive information relative to a prescription drop-off or pick-up; collect personal and insurance information; handle workman’s compensation prescriptions; facilitate prescription refills; describe the proper administration and dosage of medicines; assist customers with their non-prescription medical needs; and finalize a sale at the cash register.

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 – 3 hours based on *Spanish-Speakers and You (Medical Edition)*.

Intended Audience: This program is intended for pharmacists and their assistants.

Length of Instruction: 12-30 hours.

Special Considerations: None

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