

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 bound in a 3-ring binder with 2 accompanying audio CDs. 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.

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. Suggestion: 1 to 2 hours with emphasis on belief systems, folk remedies, gender issues, diets, and religion.

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

Length of Instruction: 8 to 45 hours, depending on client's needs and interests.

Special Considerations: Instruction can be segmented (front office personnel, nurses, technicians, and physicians).

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