Survival Spanish for Healthcare Professionals

Objectives

1. Discuss Spanish words and expressions related to healthcare situations.
2. Demonstrate effective communication in Spanish with comfort and moderate proficiency.
3. Distinguish the key communication differences between U.S. and Latino cultures.
4. Apply knowledge to assist co-workers in need of basic Spanish skills.
5. Devise methods to communicate in an emergency situation with a Spanish-speaking patient.

Outline

- The Guidelines to Learning a Second Language
  - Cultural Understandings
  - Busting the Myths
- The Sounds of Spanish
  - Basics of Pronunciation
  - The Vowels
  - Dialectic Differences
- The T. P. R. Technique: Using Medical Commands
  - Touch and Talk Technique
- Survival Vocabulary
  - Body Parts
  - Colors and Numbers
  - Clothing
  - Basic Foods
- How to Understand a Spanish Speaking Patient
  - What and how to listen
  - How to slow down speech
  - Spanglish Words
- Healthcare Words, Expressions and Beginning Conversations
  - Greetings
  - Needs Assessment
  - Giving Directions
  - The Physical Exam
  - Diagnosis
  - Treatment terminology
- Survival One-liners in Customer Service
  - Cordial exchanges to use
  - Utilizing the Interpreter
- The Question Words: Using the Hospital Interview
  - Intake, admission and discharge
- Easy Answers: How to Respond
  - One word questions
  - Either / or questions
  - Yes / no questions
- Scheduling
  - Clocks and calendars and appointments
- The Verb SER vs. ESTAR
  - Sentences with AM, IS, ARE
  - Use in context: Illness and injuries
- The Front Desk, the Hospital, and Room to Room
  - The Building, Medical Equipment, Job Titles, Specialists
- The Post-It Method
  - Home Practice Technique - The Home - Furnishings
  - The Doctor’s Office
- Emergency Situations
  - How to ask the right questions/ Answering Appropriately
- The Verb TENER
  - How to use TO HAVE
- The Family
  - Family History
  - Male / Female roles and how to talk to kids/the elderly
- Medical Verb Forms
  - How to create complete sentences
  - Healthcare Power-lines
- Practice Tips and Beyond

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Survival Spanish for Healthcare Professionals

- Little Rock, AR
  - Tuesday, June 17, 2014
- Memphis, TN
  - Wednesday, June 18, 2014
- Nashville, TN
  - Thursday, June 19, 2014

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Survival Spanish for Healthcare Professionals

Tired of relying on the patient’s family members, your co-workers, or even telephone assistance to handle simple conversations with Spanish-speaking patients? What if you could learn just enough Spanish to get through a typical workday all on your own? And what if you could do so while having some fun at the same time?

Spanish for Healthcare Professionals is a beginning Spanish program, designed for healthcare personnel who understand and speak very little, or even no, Spanish, and are interested in an effective, non-threatening language learning experience. Course content includes basic vocabulary and grammar, along with conversational expressions, questions, and commands tailored to the needs of all those attending. Instruction is “real-life” and geared for today’s busy adult learner, taught in an atmosphere that emphasizes rapid language acquisition and valuable cross-cultural awareness. Learning Medical Spanish is finally possible without the hassle of traditional classroom instruction. Sign up for this life-changing seminar.

Anna Plage graduated valedictorian with a B.A. in International Relations from the Instituto Tecnológico y de Estudios Superiores de Occidente in Guadalajara, Mexico. She has worked extensively with learners of second languages through corporate classes, webinars, one-on-one sessions, and in some of the most highly recognized language-learning institutions worldwide, including Harmon Hall and Mexico’s PriceTalk. As voted by her peers and students, in 2012 Anna received the Excellence in Teaching recognition from Harmon Hall for her accelerated learning program, loosely based on the Lozano method and incorporating Brain Gym techniques.

Anna is a member of special distinction of the National Foreign Languages League - guest speaking most recently at the largest model United Nations in Mexico. She is also a guest speaker on open panels on the conflicts in the Central Africa and on gender and development. Anna has been published and profiled in both English and Spanish on culture and it’s effect on development, including the articles "U.S. Policy and Gender Mainstreaming in Afghanistan (2010)" and "Neomercantilismo y la Relocación Sino-Venezolana (2009)." Her innovative teaching style makes learning language fun and unintimidating - appealing to students of all kinds. Her love for language is reflected in her energy and passion for teaching.

Speaker Disclosures: Financial — Anna Plage receives a speaking honorarium from PESI, Inc. Non-Financial — Anna Plage has no relevant nonfinancial relationship to disclose.

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Spanish for Healthcare: Medical Emergencies Pocket Guide is designed to help healthcare professionals assess the Spanish speaking patient in specific medical emergency situations and obtain understandable information that may assist medical personnel or hospital facilities in rendering timely patient care. Topics include: healthcare specific vocabulary and grammar, along with conversational expressions, questions, and commands tailored to the needs of those who must communicate quickly and urgently with Spanish-speaking patients and clients during a medical emergency or in hospital settings.

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