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T850 TREATMENT OF SPANISH - SPEAKING PATIENTS E293

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Syllabus

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**Course Description:**

This course has been designed to:

- Discuss the cultural issues that can act as a barrier in the communication with a Spanish-speaking patient
- Enable students to manage emergency patients who only speak Spanish
- Introduce students to basic Spanish vocabulary and phrases

The focus of this course will be to discuss the cultural issues that can act as a barrier in the communication with a Spanish-speaking patient and to provide you with basic information on the Spanish language phonics and dental terminology. After completing this class you will be able to manage emergency patients who only speak Spanish. In order to do that, we will introduce you to basic vocabulary and phrases in Spanish. This course is divided in six modules.

The format of each course module is 1) Introduction to the module and objectives, 2) Readings and or assignments for the module; 3) Content of the module: In this section areas for emphasis and discussion are presented; 4) Resources; and 5) Discussion Forum.

General Course Objectives:

Upon completion of this course the successful student will:

- Identify cultural issues that have an influence to perceptions of dental health and dental health care access of the Hispanic population

- Identify and apply the correct pronunciation of dental vocabulary and phrases in Spanish

- Interact with Spanish speaking patients in supervised and guided clinical exercises

Online Class Specifics

We have thought this class in a traditional format for the past five years and in an effort to increase the numbers of students that have access to this class we are now offering it online for the first time. We designed this course to be completed primarily within Oncourse. However, we will post office hours during which we will be available to you. We will also hold virtual meetings through Breeze and one-on one tutoring session re available upon request. Of course, we will be available other times as wells through the week. We will plan to check our Oncourse T850/E292 e-mail on Thursdays.

It is our intention to create as many opportunities for you to interact with your “class mates” and faculty, so we expect you to actively participate in the discussion forums and “Breeze webinars”.

Module Specific Objectives:

This course is divided in six modules.

- I. Introduction to the Course
 - a. General Objective:
 - i. To describe class goals and objectives
 - b. Specific Objectives:
 - i. To identify participants expectations, goals and their interest for the course
 - ii. To create a common goal for the group
 - iii. To describe the different components of the course

- II. Cultural Considerations in the Delivery of Dental Services to the Hispanic Community
 - a. General Objectives
 - i. To discuss the status of oral health among Hispanics and the factors that influence it.
 - b. Specific Objectives:
 - i. Define culture and cultural awareness and their relevance when providing health care
 - ii. Compare and contrast oral health among Hispanics and Caucasians in the US
 - iii. Describe cultural characteristics and health beliefs
 - White Middle Class
 - Hispanic/Latino Group

- III. Introduction to Spanish
 - a. General Objective:
 - i. To explain the basic aspects of Spanish phonics
 - b. Specific Objectives:
 - i. To describe phonics of vowels and consonants
 - ii. To describe formation and pronunciation of Syllables
 - iii. To describe formation of words
 - To describe pronouns
 - To describe phrases' phonics
 - vi. To describe numbers and days of the week
 - vii. To describe question words

viii. To discuss how to use the Spanish-English Dental Dictionary

IV. Medical and Dental History

1. Basic Vocabulary for Patient's Medical History
 - a. General Objective:
 - i. At the end of the session the students are able to adequately explain how to review the medical history of patients in Spanish
 - b. Specific Objectives:
 - i. At the end of the session the students are able to demonstrate the following clinical tasks in Spanish:
 - ii. Introduce themselves to patients
 - iii. Determine the patient's chief complaint
 - iv. Review with the patient the medical history of all the systems and organs
 - v. Review and update the current and history of medication intake
 - vi. Review personal data
 - vii. Determine the patient's desired treatment
 - viii. Determine the best times for scheduling appointments

b. Basic Vocabulary for Patient's Dental History

- a. General Objectives:
 - i. At the end of the session the students are able to adequately review the dental history of patients in Spanish
- b. Specific Objectives:
 - i. To introduce themselves to patients
 - ii. To determine the patient's chief dental complaint
 - iii. To review basic vocabulary used to obtain a dental history
 - iv. To review basic dental treatments' vocabulary

V. Patient Care

1. Emergency Care:
 - a. General Objectives:
 - i. To review procedures needed to provide emergency care to a Spanish-speaking patient.
 - b. Specific Objectives:
 - i. To discuss the basic questions needed to determine the patients problem
 - ii. To review basic dental treatments' vocabulary
 - iii. To identify possible answers and their meaning
2. Consent Form:
 - a. General Objectives:

- i. To discuss how to present and obtain the patients consent for dental treatment
 - b. Specific Objectives:
 - i. To discuss the different parts of the consent form
 - ii. To discuss how to guide the patient through the consent form
- 3. Treatment Plan Presentation:
 - a. General Objectives:
 - i. To discuss how to present an emergency treatment plan to the patient.
 - b. Specific Objectives:
 - i. To address Pt's chief complain
 - ii. To explain the treatment procedure to the patient
 - iii. To explain the patient what type of medication should she/he take (if any), and how to take it
 - iv. To explain the cost of the treatment
 - v. To explain how the insurance will cover or not part of the treatment

VI. Field Experience

- a. General Objective:
 - i. To enable students to interact with a Spanish speaking patient.
- b. Specific Objectives:
 - i. To apply their new vocabulary and phrases
 - ii. To review their pronunciation, and Spanish-speaking patient management skills
 - iii. To apply their listening skills
 - iv. To apply their problem-solving skills

Student Evaluation Procedures:

Number of intramural credit hours (0-20) will be based on completion of on-course assignments, participation in forums and self reflection exercises.. On-course assignments will have to be completed prior to end of the semester.

Textbook and Materials Required:

-English-Spanish Dental Dictionary: Vamos al Dentista -An English-Spanish Dictionary

Course Directors:



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Assignments

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Assignments Why did you register for this class?

Title

Due Oct 9, 2008 5:00 pm

Status In progress

Grade Scale Checkmark

Instructions

Please share with us why did you register for this class

What are your expectations?
What is your level of Spanish?

Post your responses in the forum.

[Reply to Thread](#) |  [Mark All as Read](#) | 

[Forums / Module's Discussion Forums / Module 1 - Comment about your experiences with Spanish-speaking patients discussion / Welcome](#)

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[Welcome](#) - Esperanza Angeles Martinez Mier (esmartin) (Sep 25, 2008 10:10 AM)

 [Reply](#)

Here is a first comment to get us started.

Dr. Gossweiler and I are very excited about this on-line dental Spanish class!

We hope you find it useful during your interaction with Spanish-speaking patients.

[Re: Welcome](#) - Matthew Miller Davis (matmdavi) (Oct 8, 2008 9:58 PM) 

 [Reply](#)


My experiences with Spanish speaking patients is limited. In fact, I have only seen one. This patient called the DS having never been a patient and wanted to be seen. Our clinic coordinator asked if I would mind. Her son called for her as she did not speak English, and our coordinator advised him that he would need to be present to translate as we did not have a Spanish speaking student that would be able to see

her that day. When she and her son arrived she would not acknowledge me. The first question from her son was, "Do you speak Spanish." My response was no and I explained to them again what our coordinator had said. His response was, "OK. You'll do for today, but we need a Spanish speaking student next time." The woman refused to note my presence the entire time and they left very abruptly as soon as the procedure was over. I was very frustrated after this encounter as I felt I was the "bad guy" for something that was out of my control.

[Re: Welcome](#) - Emily Jane Baker (emjbaker) (Oct 8, 2008 10:37 PM)

 [Reply](#)

My experience with Spanish speaking patients is very limited. The patients I have seen have either had interpreters with them, or we have stumbled through a broken Spanish/English conversation. I have a Spanish minor, but I can barely string together a sentence. It would be so much more efficient if I could have a conversation with a Spanish speaking patient. I also think I would gain much more trust and respect from my patients if I could communicate with them.

[Re: Welcome](#) - Justin Brian Damron (jbdamron) (Oct 8, 2008 10:57 PM) 

 [Reply](#)

My only encounter with a Spanish-speaking patient has been at the Regenstrief emergency clinic. My main method of communication was by reading through the Spanish medical history form word for word. If I was unable to convey something or had a question about vocabulary I would either use the Spanish translator phone or look it up on the internet (which was usually unsuccessful). I could have been much more efficient with my time and looked more competent to the patient had I known some basic dental Spanish.

[Re: Welcome](#) - Helena Michelle Rodgers (hrodgers) (Oct 9, 2008 10:47 AM) 

 [Reply](#)

I have one patient who is Spanish speaking. She speaks enough English that we can muddle through with my little bit of Spanish. I have 4 semesters of undergrad Spanish but cannot effectively communicate with a dental patient. It is a goal of mine to be able to do this effectively for someone with no English speaking ability. I have been able to see several patients at Cottage Corner and Regenstrief who speak only Spanish but the communication was limited to the bare essentials. I felt worried that they had questions or concerns that they had not expressed.

[Re: Welcome](#) - Beth Alison Hamman (bhamman) (Dec 2, 2008 11:16 PM)

 [Reply](#)

Most of my experience with Spanish speaking patients has been over at Regenstrief. This has been frustrating because I feel bad that I cannot communicate effectively with these patients. I have had several patients that don't speak any English at all and I've extracted their teeth using only the basic Spanish that I know. If I were in their shoes I would be really scared having someone that couldn't speak my language extract my tooth. Half the time I wasn't sure if they understood what I was saying, or if they just nodded in agreement so I would finish. When the translator was available on the phone that made it much easier, because I could communicate what I was doing and ask them if they had any questions. I have seen some patients in screening clinic that only speak Spanish, but they usually bring a translator (friend or family member) with them. This helps a lot, but it also slows the process down quite a bit. I would like to be able to communicate with Spanish speaking patients myself. When patients do not bring a translator, it is sometimes hard to collect an accurate medical history or chief complaint, let alone

provide treatment.

[Re: Welcome](#) - Esperanza Angeles Martinez Mier (esmartin) (Dec 27, 2009 3:05 PM)

 [Reply](#)

I am glad to see that most of you have some experience with Spanish Speaking patients and values these interactions. We are very excited to have you in this class!!

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