



# Spanish for the Clinician

Location:	MAHEC Mary C. Nesbitt Biltmore Campus 121 Hendersonville Rd. Asheville, NC 28803
Date:	Tuesday, January 10, 2017
Registration:	8:30 am - 9:00 am
Program:	9:00 am - 12:15 pm
Early registration fees through January 3rd:	
Fee:	\$60.00
MAHEC Employees:	\$5.00 ( <i>must register to attend</i> )

## DESCRIPTION

Establishing a rapport with the patient is crucial to the success of the medical appointment. When a language or cultural barrier exists, the health and comfort of the patient can be compromised. This workshop is designed to give the healthcare provider the information about a patient's condition. Participants will learn basic phrases to greet a patient, ask pertinent questions, and complete a patient history. Cultural information will also be presented to aid effective communication with the Hispanic population.

**\*Note: Snow date is Tuesday, January 31, 2017!**

## AUDIENCE

Healthcare clinicians, including pharmacists and pharmacy technicians, and dental healthcare providers

## AGENDA

- 8:30am Registration & Light Refreshments
- 9:00am Culture
- 9:30am Basic Pronunciation & Practice
- 10:30am Break
- 10:45am Vocabulary: Medical Terminology - Patient History and Physical
- 11:45am Effective Communication
- 12:00pm Putting it all together | Question and Answer
- 12:15pm Course evaluation and adjourn

## OBJECTIVES

Upon completion of this interactive workshop, participants will be able to:

- Greet a patient in Spanish
- Discuss cultural differences in the Latino population
- Pronounce medical terminology in Spanish
- Complete a basic history and perform a physical assessment in Spanish

Co-sponsored by



## FACULTY

**Francisco "Frank" Castelblanco Perez, DNP, RN**, is the Director of the Division of Regional Services at MAHEC. Dr. Castelblanco is a former cardiology nurse, RACE Coordinator and the Director of Cardiac Emergencies at Mission Hospitals in Asheville, NC. He has served the WNC region as a medical professional and a Spanish-language educator for over twelve years. He received his BA in English from Rutgers University in 1992, a nursing degree from AB Tech Community College in 2004, a Masters in Nursing Education in 2011, and a Doctoral degree in Nursing from Gardner-Webb University in 2013. Frank has experience as a Spanish teacher for Haywood County Schools, and has acted as an interpreter in medical settings.

## CREDITS

**CEUs:** MAHEC designates this continuing education activity as meeting the criteria for **0.3 CEUs** as established by the National Task Force on the Continuing Education Unit. You must attend the entire workshop to receive CEUs.

**3.0 contact hours.**



The University of North Carolina Eshelman School of Pharmacy is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This program 0046-9999-17-019-L01-P/T will provide 3.0 contact hours of continuing education.

**ADA CERP**® Continuing Education Recognition Program

The North Carolina Health Education Centers (NC AHEC) are an ADA CERP Recognized Provider. NC AHEC's term of recognition is May 1, 2016 through June 30, 2018. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.

The North Carolina Area Health Education Centers designates this activity for up to **3.0 hours** of continuing education credits.

Disclosure Statement/Conflict of Interest:

In accordance with the ADA CERP Standard V., everyone involved in planning or presenting this educational activity will be required to disclose any relevant financial relationships with commercial interests and this information will be made available to participants at the start of the activity. As a continuing education provider, MAHEC, as part of the North Carolina Health Education Centers, is responsible for ensuring the content, quality and scientific integrity of all continuing dental education activities for which credit is provided. MAHEC is also responsible for taking steps to protect against and/or disclose any conflict of interest of the faculty/instructors presenting those courses.

Concerns or complaints about a CE provider may be directed to MAHEC at [www.mahec.net](http://www.mahec.net) or to ADA CERP at [www.ada.org/cerp](http://www.ada.org/cerp).

**NCBPTE:** MAHEC, as part of the NCAHEC system, is a NCBPTE-approved provider of continuing competence for activities directly related to physical therapy. **NCBPTE 3.0 contact hours.**

## REGISTRATION

Early Registration Deadline: January 3, 2017

Early registration fee is \$60.00 and \$5.00 for MAHEC Employees (must register to attend). Registration fee includes administrative costs and educational materials. If registration is received after the deadline, the total fee will be the registration fee + \$15.00.

MAHEC has a pay-up-front policy for all CE programs. The only exceptions will be for pre-approved programs where an individual payment plan is appropriate. Registrations received without accompanying payment will not be processed and participants who have not paid the course fee will not be admitted into the program.

Cancellations received at least two weeks in advance of the program date will receive a full refund unless otherwise noted. Cancellations received between two weeks and up to 48 hours prior to the program date will receive a 70% refund unless otherwise noted. No refunds will be given for cancellations received less than 48 hours prior to the program date. All cancellations must be made in writing (fax, mail, or email). Substitutes can be accommodated in advance of the program.

### Directions to MAHEC Biltmore Campus 121 Hendersonville Rd., Asheville, NC, 28803

From I-40 Eastbound, take Exit 50 and turn left onto Hendersonville Road.

From I-40 Westbound, take Exit 50B and merge onto Hendersonville Road.

At the first light, turn left into the DoubleTree Hotel complex. Turn left and continue up the hill to the MAHEC Biltmore Campus.


From 19-23 (I-26) take 240 East to Exit 5B (Charlotte Street). Exit right onto Charlotte Street. At the 4th light, make a left onto Biltmore Avenue. Proceed through 8 traffic lights. At the 9th light turn right into the DoubleTree Hotel complex. Turn left and continue up the hill to the MAHEC Biltmore Campus.

Have a question?

CE Planner:  
Rosalyn Wasserman, PT, DPT  
rosalyn.wasserman@mahec.net

828-257-4437

Registration Information: 828-257-4475  
Fax Registration: 828-257-4768  
Online Registration: www.mahec.net  
Email: registration@mahec.net  
Mail: MAHEC Registration  
121 Hendersonville Rd., Asheville, NC 28803

 Special Services:  
828-257-4778



## Spanish for the Clinician

\*Snow Date:  
January 31, 2017

Updated contact info

Name \_\_\_\_\_

Credentials \_\_\_\_\_

Social Security # XXX-XX-\_\_\_\_ (last 4 digits required)

Occupation \_\_\_\_\_

E-mail Address \_\_\_\_\_

Home Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home County \_\_\_\_\_

Home # \_\_\_\_\_ Work # \_\_\_\_\_

Employer \_\_\_\_\_

Department \_\_\_\_\_

Employer's Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work County \_\_\_\_\_

Program announcements will be sent to your email unless you opt out from receiving emails from MAHEC. We never share our mailing lists.

Please remove my name from the MAHEC mailing list.

*After January 3rd:*

Fee:  \$60.00  \$75.00  
MAHEC Employees:  \$5.00  \$20.00

*Full payment must accompany all registrations unless a payment plan has been approved in advance. Registrations received without accompanying payment will not be processed.*

Check is enclosed (Made payable to MAHEC)  Credit card info provided

Visa  Mastercard  Discover Card  American Express

Account # \_\_\_\_\_

Exp \_\_\_\_ / \_\_\_\_ Code on back of card \_\_\_\_\_

Name on Card \_\_\_\_\_

Signature \_\_\_\_\_

Send completed registration form to:  
MAHEC Registration  
121 Hendersonville Rd., Asheville, NC 28803

# 171D015/51090

Fax to 828-257-4768