COMMUNICATING WITH THE PATIENT DURING URGENT CARE IN SPANISH
A First-Response Medical Communication Tool

This first-response medical communication tool designed for the Patient-Doctor encounter during Urgent Care is for the healthcare provider who speaks only English but often provides medical care for patients who speak but Spanish. It is meant to help you establish immediate communication while waiting for an interpreter and in no way intends to replace the interpreter, whose role in the delivery of health care remains crucial.

When appropriate, questions are accompanied by some possible answers, with which your patient may agree or disagree by a nod or shake of the head, respectively. The style and content of the questions are designed to minimize the isolation your patient may endure due to the language barrier. In addition, the Spanish translation has been adjusted in some instances in an effort to make the question sensitive to the patient's culture. You may read the transliteration, which appears next to the English phrases, or, if appropriate, you may point at the Spanish phrase in brackets for your patient to read.

<table>
<thead>
<tr>
<th>GREETING THE PATIENT</th>
<th>Ola, soy el Doctor/la Doctora/la Enfer-meh-rah... [Hola, soy el Doctor/la Doctora/la Enfermera...]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you understand my Spanish?</td>
<td>Enteeyendeh mee Espanyol? [¿Entiende mi Español?]</td>
</tr>
<tr>
<td>Is there someone we should call?</td>
<td>Ay alghyon keh deh-beh-reemahs jah-mar? [¿Hay alguien que deberíamos llamar?]</td>
</tr>
<tr>
<td>Can you write down your name and telephone number?</td>
<td>Pwed-de anoh-tar soo nom-breh ee noo-meroh deh teleh-phono? [¿Puede anotar su nombre y número de teléfono?]</td>
</tr>
<tr>
<td>Show me with your head... nod for &quot;yes&quot; like this....and shake your head like this for &quot;no&quot;.</td>
<td>Indeekeh-meh kon lah kah-be-zah..Ahsee parah dehseeer &quot;see&quot;...eeh ahsee parah dehseeer &quot;no&quot; [Indíqueme con la cabeza. Así para decir &quot;Sí&quot;... y así para decir &quot;No&quot;...]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GENERAL QUESTIONS (select as needed)</th>
<th>Do you have pain? Seeyenteh do-lor? [¿Siente dolor?]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where?</td>
<td>Don-deh? [¿Dónde?]</td>
</tr>
<tr>
<td>Please point exactly. Don-deh eks-akta-menteh? [¿Dónde exactamente?]</td>
<td></td>
</tr>
<tr>
<td>Is the pain here?</td>
<td>Leh dooh-leh akee? [¿Le duele aquí?]</td>
</tr>
<tr>
<td>Did the pain start: Kwan-doh em-peh-soh el doh-lor: Oy? [¿Cuándo empezó el dolor?]</td>
<td></td>
</tr>
<tr>
<td>Today?</td>
<td>Depenteh? [¿Hoy?]</td>
</tr>
<tr>
<td>Yesterday?</td>
<td>Ajer? [¿Ayer?]</td>
</tr>
<tr>
<td>Suddenly?</td>
<td>Grah-dooal-menteh? [¿De repente?]</td>
</tr>
<tr>
<td>Gradually?</td>
<td>[¿Gradualmente?]</td>
</tr>
<tr>
<td>What makes the pain worse?</td>
<td>Keh em-peh-orah el doh-lor? [¿Qué empeora el dolor?]</td>
</tr>
<tr>
<td>Walking?</td>
<td>Kah-meen-par? [¿Caminar?]</td>
</tr>
<tr>
<td>Do you have: Tee-eneh oosteed:</td>
<td>[¿Tiene usté?]</td>
</tr>
<tr>
<td>Nausea? Naa-noo-seh-as? [¿Náuseas?]</td>
<td></td>
</tr>
<tr>
<td>Chest pain? Doh-lor deh peh-choh? [¿Dolor de pecho?]</td>
<td></td>
</tr>
<tr>
<td>Burning? Ar-dor? [¿Ardor?]</td>
<td></td>
</tr>
<tr>
<td>Dizziness? Mah-reh-ohs? [¿Mareos?]</td>
<td></td>
</tr>
<tr>
<td>Bleeding? San-grah-meeyento? [¿Sangramiento?]</td>
<td></td>
</tr>
<tr>
<td>Trouble breathing? Dee-fee-cool-tad pah-rah res-pee-rar? [¿Dificultad para respirar?]</td>
<td></td>
</tr>
</tbody>
</table>
Have you had:

Asthma? Ah teh-needo oosted: [Ha tenido usted:]

Ulcer? Ool-serah?

Gout? Gohtah?

HIV/AIDS? See-dah?

Arthritis? Ar-tree-tees?

Hepatitis? Ee-pah-tree-tees?

Diabetes? Dee-ah-beh-tees?

Pneumonia? Poohl-moh-tree-ah?

Pancreatitis? Fan-kreh-ah-tree-ees?

Gall Bladder? Lah beh-see-koo-lah?

Tuberculosis? Too-ber-koo-loh-seez?

Broken bones? Ooch-sos noh-toes?

High blood pressure? Pre-see-yon all-tah?

Heart Trouble? Proh-bleh-mas deh koh-nah-son?

Heart attack? Atah-keh deh koh-nah-zon?

Night sweats? Soo-doh-ress deh noh-tcheh?

Blood transfusion? Tras-foo-see-yon deh san-greh?

Thyroid disease? En-fer-meh-dah deh tee-ray-dess?

Epilepsy or seizures? Eh-pee-lep-see-ya oh kon-bool-syo-ness?

[¿Asma?]

[¿Ulcería?]

[¿Gota?]

[¿SIDA?]

[¿Artritis?]

[¿Hepatitis?]

[¿Diabetes?]

[¿Pneumonia?]

[¿Pancreatitis?]

[¿La vesícula?]

[¿Tuberculosis?]

[¿Huesos rotos?]}

[¿Presión alta?]

[¿Problemas de corazón?]

[¿Ataque de corazón?]

[¿Sudores de noche?]

[¿Trasfusion de sangre?]

[¿Enfermedad de tiroides?]

[¿Epilepsia o convulsiones?]}

Have you had problems with your:

Ah teh-needoh oosted proh-bleh-mas kon soo:

[Ha tenido usted problemas con su:]

Head Kah-beh-zah?

Ears O-eh-dos?

Eyes Okhoz?

Heart Korah-son?

Liver Be-gah-doh?

Stomach Estoh-magoh?

Bladder Bekhee-gah?

Vagina Bekhee-nah?

Ovaries Ovah-ree-yoss?

Kidneys Ree-nyoh-ness?

Bones Oooh-sos?

Blood San-greh?

Chest Peh-tchoh?

Lungs Pool-moh-ness?

Pancreas Pan-kreh-as?

Intestines Een-treeh-noh?

Penis Peh-neh?

Uterus Ooh-teh-roh?

Rectum Ah-noh?

Muscles Moo-kooh-lohs?

Nerves Ner-bee-os?

[¿Cabeza?]

[¿Oídos?]

[¿Ojos?]

[¿Corazón?]

[¿Hígado?]

[¿Estómago?]

[¿Vejiga?]

[¿Vagina?]

[¿Ovarios?]

[¿Riñones?]

[¿Huesos?]

[¿Sangre?]

[¿Pecho?]

[¿Pulmones?]

[¿Páncreas?]

[¿Intestino?]

[¿Pene?]

[¿Utero?]

[¿Ano?]}

Can you write down your medicines?
Poo-eh-deh ah-notar a-kee soos medi-ka-men-tohs?

[¿Puede anotar aquí sus medicamentos?]

Are you allergic to any medicines?

Es oosted aller-tee-koh ah al-gooneh medi-see-nah?

[¿Estás alérgico a alguna medicina?]

Penicillin Peh-nee-treeh-leh-nah

Aspirin Aspee-treeh.

Antibiotic Antee-bee-treeh-koh.

Sulfa Sool-fah.

[Penicilina]

[Aspirina]

[Antibiótico]

[Sulfato]

When was your last Tetanus shot?

Kwan-doh fweh la ool-teema bess keh leh bakoonaron kon-rah el teh-tano?

[¿Cuándo fué la última vez que le vacunaron contra el Tétano?]

Could you be pregnant?
Poh-dree-ah oosted es-tar embah-rah-zah-dah?

[¿Podría usted estar embarazada?]

When was your last menstrual period?

Kwan-doh too-vooh sooh ool-tee-mah reh-glah?

[¿Cuándo tuvo su última regla?]

Have you had an ectopic pregnancy?

Al-gooneh bez too-vooh oon embah-rah-ssoh ek-rah-pih-koh?

[¿Alguna vez tuvo un embarazo ectópico?]
<table>
<thead>
<tr>
<th>PHYSICAL EXAMINATION:</th>
<th>DIALOGUE AND INSTRUCTIONS (Select as needed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>May I examine you?</td>
<td><em>Meh per-mee-teh eksah-mee-nar ah oosted?</em></td>
</tr>
<tr>
<td>Please undress and put on this gown with opening in the back.</td>
<td><em>¿Me permite examinar a usted?</em></td>
</tr>
<tr>
<td>Very good. Please wait. I will be back. Don't worry. I will not make you wait long. The nurse will come in a few minutes. I will be back with an interpreter. Would you like some water?</td>
<td><em>Moo-y bee-yen.</em></td>
</tr>
<tr>
<td>PLEASE:</td>
<td>POR-FABOR:</td>
</tr>
<tr>
<td><em>Pongah-seh deh pee-yeh.</em></td>
<td><em>Póngase de pie.</em></td>
</tr>
<tr>
<td><em>Noh seh mwweh-vah.</em></td>
<td><em>No se mueva.</em></td>
</tr>
<tr>
<td><em>Tee-reh ah-seeyah oosted.</em></td>
<td><em>Tire hacia usted.</em></td>
</tr>
<tr>
<td><em>Em-poo-kheh ah-seeyah ah-fweh-rah.</em></td>
<td><em>Empuje hacia afuera.</em></td>
</tr>
<tr>
<td><em>Ah-brah lah boh-kah.</em></td>
<td><em>Abrá la boca.</em></td>
</tr>
<tr>
<td><em>Een-klee-nah lah kah-beh-zah—pah-reh ah-tras.</em></td>
<td><em>Incline la cabeza</em></td>
</tr>
<tr>
<td><em>Khee-reh lah ka-beh-zah—deh jah-doh ah jah-doh.</em></td>
<td><em>—para atrás.</em></td>
</tr>
<tr>
<td><em>Ah-kweh-steh-seh boh-cah arree-bah.</em></td>
<td><em>Gire la cabeza—</em></td>
</tr>
<tr>
<td><em>Ah-kweh-steh-seh soh-breh soo jah-doh deh-reh-koh.</em></td>
<td><em>—de lado a lado.</em></td>
</tr>
<tr>
<td><em>Ah-kweh-steh-seh soh-breh soo jah-doh ees-kee-er-doh.</em></td>
<td><em>Acuéstese boca arriba.</em></td>
</tr>
<tr>
<td><em>Ah-kweh-steh-seh boh-cah ah-bah-hoh.</em></td>
<td><em>Acuéstese sobre su lado derecho.</em></td>
</tr>
<tr>
<td><em>Leh-ban-teh las pee-veh-nahs.</em></td>
<td><em>Acuéstese sobre su lado izquierdo.</em></td>
</tr>
<tr>
<td><em>Doh-bleh las roh-dee-yahs.</em></td>
<td><em>Levante las piernas.</em></td>
</tr>
<tr>
<td><em>Agah-keh-seh.</em></td>
<td><em>Doble las rodillas.</em></td>
</tr>
<tr>
<td><em>Deh-meh soo brah-soh.</em></td>
<td><em>Agáchese.</em></td>
</tr>
<tr>
<td><em>Ah-prree-yeh-meh los deh-dos——Kon mas fwehr-zah.</em></td>
<td><em>Déme su brazo.</em></td>
</tr>
<tr>
<td><em>Kahm mee-nee ah-seeyah ah-jah—ee reh-proh-se.</em></td>
<td><em>Apriételme los dedos—</em></td>
</tr>
<tr>
<td><em>Pweh-deh ah-ser es-toh?</em></td>
<td><em>Con más fuerza.</em></td>
</tr>
<tr>
<td><em>Eh-soh es soo-fee-see-enteh.</em></td>
<td><em>Camina hacia allá—</em></td>
</tr>
<tr>
<td><em>See-yen teh es-toh?</em></td>
<td><em>——y regrese.</em></td>
</tr>
<tr>
<td><em>No res-preh-reh.</em></td>
<td><em>¿Puede hacer esto?</em></td>
</tr>
<tr>
<td><em>Ress-peer-reh koh-moh yoh.</em></td>
<td><em>Eso es suficiente.</em></td>
</tr>
<tr>
<td><em>As-speer-heh.</em></td>
<td><em>¿Siente esto?</em></td>
</tr>
<tr>
<td><em>Es-peer-reh.</em></td>
<td><em>No respiré.</em></td>
</tr>
<tr>
<td><em>—ah-seh.</em></td>
<td><em>Respire como yo.</em></td>
</tr>
<tr>
<td><em>Toh-meh reess-peer-ros len-tos ee pro-foon-dos.</em></td>
<td><em>Aspire.</em></td>
</tr>
<tr>
<td><em>Soh-pleh loh mas fwehr-teh keh pweh-dah.</em></td>
<td><em>Espire.</em></td>
</tr>
<tr>
<td><em>Sople lo más fuerte que pueda.</em></td>
<td><em>—así.</em></td>
</tr>
<tr>
<td><em>Tome respiros lentos y profundos.</em></td>
<td><em>Tome respiros lentos y profundos.</em></td>
</tr>
</tbody>
</table>
You are going to feel my finger.  
Bah ah sen-teer mee deh-doh.  
[Va a sentir mi dedo.]

I need to put my finger in your rectum.  
Nes-seh-see-toh ah-ser-leh oon eksah-men rek-tal kon mee deh-doh.  
[Necesito hacerte un exámen rectal con mi dedo.]

This will feel uncomfortable, but it should not hurt.  
Es-toh le bah a ser enn-koh-moh-doh, peh-roh noh leh deh-beh doh-ler.  
[Esto le va a ser incómodo, pero no le debe doler.]

This will hurt.  
Es-toh leh bah a doh-ler.  
[Esto le va a doler]

**FEED-BACK FOR THE PATIENT (select as applicable)**

You are fine.  
Oosted es-tah bee-yen.  
[Usted esta bien.]

You’ll begin to feel better in ....days  
Seh sen-tee-rah meh-hor en ....deeyas.  
[Se sentirá mejor en ....días.]

You need to stay in hospital so we can take care of you.  
[Necesita quedarse en el hospital para poder cuidarlo(la)].

**DAYS**

<table>
<thead>
<tr>
<th>Monday</th>
<th>Loo-ness</th>
<th>[Lunes]</th>
<th>Friday</th>
<th>Bee-gr-ness</th>
<th>[Viernes]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>Mar-less</td>
<td>[Martes]</td>
<td>Saturday</td>
<td>Sah-bah-doh</td>
<td>[Sábado]</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Mee-gr-coh-less</td>
<td>[Miércoles]</td>
<td>Sunday</td>
<td>Doh-meen-goh</td>
<td>[Domingo]</td>
</tr>
<tr>
<td>Thursday</td>
<td>Khoo-gh-bess</td>
<td>[Jueves]</td>
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</tbody>
</table>

**MONTHS**

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>February</td>
<td>Feh-bre-roh</td>
<td>[Febrero]</td>
<td>August</td>
<td>Ah-gog-toh</td>
<td>[Agosto]</td>
</tr>
<tr>
<td>March</td>
<td>Mar-see-oh</td>
<td>[Marzo]</td>
<td>September</td>
<td>Sep-tee-embreh</td>
<td>[Septiembre]</td>
</tr>
<tr>
<td>April</td>
<td>Ah-breel</td>
<td>[Abril]</td>
<td>October</td>
<td>Ok-tog-brej</td>
<td>[Octubre]</td>
</tr>
<tr>
<td>May</td>
<td>Meh-yoh</td>
<td>[Mayo]</td>
<td>November</td>
<td>Noh-bee-em-brej</td>
<td>[Noviembre]</td>
</tr>
<tr>
<td>June</td>
<td>Khoo-nee-oh</td>
<td>[Junio]</td>
<td>December</td>
<td>Dee-see-yembreh</td>
<td>[Diciembre]</td>
</tr>
</tbody>
</table>

**NUMBERS**

| 1  | Oo-nah | [Uno]  | 6  | Say-iss | [Seis]  | 20 | Bevn-teh | [Veinte] |
| 2  | Doohs  | [Dos]  | 7  | See-yeh  | [Siete] | 30 | Treyn-teah | [Treinta] |
| 3  | Trghs  | [Trés] | 8  | Oh-choh  | [Ocho]  | 40 | Kwah-ren-teh | [Cuarenta] |
| 4  | Kual-ro | [Cuatro] | 9  | Nooh-gh-yeh  | [Nueve] | 50 | Seen-kwen-teah | [Cincuenta] |
| 5  | Seen-koh | [Cinco] | 10 | Dee-yes  | [Diez]  |     |                |          |

This phrasebook and its companion volumes Communicating with the Patient at Work Rounds and Review of Systems were compiled by the generous contributions of numerous members of the faculty, students and staff of Harvard Medical School with support from The Robert Wood Johnson Foundation.

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