SPANISH FOR THE PHARMACY PROFESSIONAL
PHR 386G

Unique #58215

Dr. Nancy Guillet

The University of Texas at Austin
College of Pharmacy

Fall 2019
Spanish for the Pharmacy Professional—I  
PHR 386G

Class meeting time: Thursdays 3:30-6:30 pm CT  
Classroom: 2.214

Course faculty: Dr. Nancy Guillet, MSN, RN  
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School of Nursing, UT Austin

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Phone: 512-475-748  
Office hours: TBA - See Course canvas site

Course Description:  
This course is designed to provide intermediate to advanced professional Spanish communication skills for the pharmacist.

Prerequisite:  
One year of college-level Spanish or permission by instructor.

Purpose:  
The purpose of this course is to introduce pharmacy students to the Spanish language in order to meet the following objectives:

1) Communicate and interpret medication information to patients  
   a) Provide greetings and expressions of courtesy to patients  
   b) Counsel patients on oral and non-oral medication  
   c) Verify patient understanding  
   d) Collect medication information from a patient

2) Learn and communicate medication and pharmacy-related terminology  
   a. Parts of the body  
   b. Counseling: (e.g., units of measurement, numbers, days of the week)  
   c. Selected OTC/prescription medication and disease states

3) Enhance skills in intermediate Spanish grammar  
   a. Common verbs and conjugation  
   b. Interrogatives  
   c. Other as need is determined

In order to meet the purpose, the course will be taught primarily in Spanish and supplemented with English.
Course Materials

Required Texts:
1. “Spanish for the Pharmacy Professional (Sias, James, Cabello C. de Martínez) **Hard copy required.** (Available at the Co-op store). Online text and audio available at: [http://www.lib.utexas.edu/lsl/clinic/index.html](http://www.lib.utexas.edu/lsl/clinic/index.html). Search “Spanish”. Requires UTEID to access. Students may print homework pages (if assigned) from online version.

   Bookmark the audio version of the Spanish dialogues found online through the American Pharmacists Association. **Website:** [http://www.pharmacist.com/learning-aids-spanish-pharmacy-professional](http://www.pharmacist.com/learning-aids-spanish-pharmacy-professional). Students are expected to listen to dialogues/conversations to assist with pronunciation and overall listening skills in preparation for class at their own pace. These audio clips may be downloaded as MP3 files.

2. Spanish Dictionary (online or paper)

Recommended Texts:
1. The following text will be helpful for grammar:
   - Larousse Spanish Verbs. This text will help students to conjugate verbs for homework and study.

2. The following text will be helpful for communicating more in depth with patients for health assessment in Spanish:

Using Canvas

Class documents will be posted on Canvas under “Modules”, additional information on assignments and activities can be found on Canvas as well. Log in to Canvas at [http://canvas.utexas.edu/](http://canvas.utexas.edu/)

Enter your UTEID and password, and select the PHR 386G course. If you have any questions or login problems, please contact ITS Help Desk at (512) 475-9400.

Description of Assignments

**Quizzes**
We will be covering a large amount of material throughout the semester and there will be **vocabulary quizzes** and comprehensive **chapter quizzes** pertaining to the content from each chapter of the textbook.

**Chapter Quizzes** are based on course material covered during class (**Worth 40%**).
**Vocabulary Quizzes** Students are expected to study vocabulary in advance and know the chapter(s) vocabulary BEFORE class. Vocabulary quizzes will be scheduled weekly. *(Worth 10%)*

*There are no make-ups for students that miss taking the quizzes and a grade zero will be assigned.*

**Pharmacist Counseling Interviews**

The purpose of this assignment is to provide students with opportunities to apply knowledge of medication and pharmacy related terminology to enhance their Spanish listening and speaking skills during a simulated patient-pharmacist encounter. This assignment will also allow students to be exposed to different Spanish accents, learn about personal experiences on medication practices from the volunteer native Spanish speaker, receive constructive feedback from a native speaker, and improve students overall Spanish communication skills.

The interviews are to be recorded with a native Spanish speaker and are simulated pharmacy related scenarios in which students will provide medication information to patients on a setting other than the classroom.

Students are to prepare in advance for prescription counseling dialogues. Students are expected to practice the interview content in advance before meeting with the volunteer Spanish native speaker. **Content:** oral and non-oral medications (i.e., oral medications, eye and ear products, skin products, subcutaneous injections, etc.), gather patient general data, and verify patient understanding.

Students must request authorization to record the voice of the volunteer Spanish-speaker collaborating in this assignment before recording and posting assignment on Canvas. **The interview must be recorded as an audio file.** Recording length: no more than 3 minutes long.

Students will also submit on Canvas a short write-up/reflection *(2-3 paragraphs)*, self-critique of his/her performance in the pharmacist counseling interview, identifying strengths and areas of the conversation that need improvement. (i.e., fluency, healthcare and general vocabulary, grammar, content, etc.), and any feedback given by the volunteer Spanish speaker. Students are encouraged to submit “best one minute-clip” as well a “could be improved-one-minute clip” in their reflection write-up. *(Worth 20%)*

**Culture Readings and Online Discussion**

The readings are related to the cultural values and other healthcare-related topics that influence care of Latinos in the United States. Students will engage in discussion of how the content of the readings may apply to real life scenarios and how to approach Hispanic clients within a culturally competent approach. **The reading response/posted online is the student’s reflection of cultural differences and similarities found in the readings compared to the student’s own culture and the student’s response to the content of the assigned reading.** Reading responses are to be submitted on or before the due date via Canvas under the **Discussions** tab; students will
post their response and then reply to at least 2 other posts/responses from classmates as scheduled. **To get credit for reading response post and group discussion, the student must submit his/her response on Canvas as scheduled.** Late post submission of student’s initial response to assigned readings is subject to 10% grade reduction per day. (**Worth 10%**)

**Criteria for Discussion Board Postings:**
1. Post is the student’s initial response to the assigned reading(s).
2. Post is 2 paragraphs or more and 200-400 words in length total.
3. Post contributes thoughtful, substantive ideas about the topic, or responds to the postings of other classmates in a substantial way. (“I agree with your comment” is not substantial. Stating agreement or disagreement AND why you agree or disagree would be substantial.)
4. Posts thoughtful replies to at least 2 other posts/responses from classmates.
5. Posts displays good manners, is respectful, considerate, and polite (no name-calling, bullying, etc.).

**Homework:**
Homework will be reviewed for attempt to correctly complete assignments. Homework must be completed and turned into course instructor on time as scheduled. (15%)

**Participation:** Each student has a very important role in this course as each class day students are expected to work with peers for vocabulary and speaking/listening and other class activities and assignments. **Being prepared in advance for class is therefore an expectation as the use of learned language skills will be important and necessary for in class group activities.**

Because language learning is not a purely solitary activity, students will be practicing the use of Spanish in class. The grade for participation will be a combination of class attendance, as well as the instructor’s observations of the student’s ability to stay on task, participation on discussions, participation in presentation group activities, communicate and work with a variety of classmates, and maximize your language use in our limited meeting times. Leaving early or coming late to class will impact the participation grade. See below: “In class” under student responsibilities for more details on class participation (**Worth 5%**).

**Grading**
The final grade is based on the percentage of total points earned. No make-up work is allowed to affect the final grade.
Letter grades are assigned according to the following class percentage:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>90%</td>
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<tr>
<td>B</td>
<td>80%</td>
</tr>
<tr>
<td>C</td>
<td>70%</td>
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<tr>
<td>D</td>
<td>60%</td>
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<tr>
<td>F</td>
<td>≤60%</td>
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</tbody>
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**Assignment Grades are distributed as follows:**

<table>
<thead>
<tr>
<th>Assignment/Grade</th>
<th>Assignment/Grade</th>
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</thead>
<tbody>
<tr>
<td>Chapter Quizzes 40%</td>
<td>Culture Online Discussion 10%</td>
</tr>
<tr>
<td>Vocabulary Quizzes 10%</td>
<td>Homework 15%</td>
</tr>
<tr>
<td>Patient-pharmacist counseling Interview/recordings 20%</td>
<td>Participation 5%</td>
</tr>
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<td></td>
<td>Total 100%</td>
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Re-examination Policy: No re-examination will occur.

Class Attendance

Due to the nature of the class, the emphasis on oral practice, class discussions and the fast pace of the course, class attendance is required. Missing class will directly affect student’s grades for missed in-class activities, quizzes, assignments, etc. If more than one absence occurs, up to 5 grade points will be deducted from the final grade. Students are strongly encouraged to schedule personal and other appointments outside of the class schedule.

STUDENT RESPONSIBILITIES

In order to be successful in this course, students must fulfill several responsibilities both in class and at home and must also be able to demonstrate their progress in course assessments.

AT HOME: Even though the course is not a language course per se, for learning basic phrases in Spanish and to be able to understand patients even for basic dialogues, continuous practice is required. Since it is a process that relies on active participation on the part of the learner, do not expect to master the material simply by coming to class once a week. In order to perform well in this course, your at-home effort in the following 3 areas is essential:

Homework: Your instructor will assign homework regularly. Many of these assignments are given in order to practice more on the class content and to prepare you for the following class day. Therefore, it is imperative that you complete this work on your own in order to be able to participate in class. Homework is also given to provide you with ample opportunities to practice the course material and identify potential areas of weakness. As a result, you will experience an increase in self-awareness, which will enable you to take a pro-active stance in your progress, bring questions to class, thus becoming a more effective learner overall.

Studying: You should not limit your work at home only to homework assignments. Instead, you should also study the course material on a regular basis, since attempts to memorize large amounts of material (vocabulary, grammar rules, etc.) quickly to prepare for a graded assignment are not normally successful. You should frequently review grammar rules, vocabulary lists, etc. and take note of any items you may not understand. This will enable you to ask your instructor important questions and resolve issues you did not understand before a quiz and well prepare you before performing the professional conversations and other assignments with a Spanish speaker. Students must study in advance vocabulary of the chapter to be reviewed in class. Vocabulary quizzes will be administered every class day in addition to the scheduled chapter quizzes. Now begin studying!

Practice: Practice makes perfection. Students often rely exclusively on more passive activities such as re-reading or staring at tables and lists of words/rules. This type of traditional studying is not sufficient in a language course. Students who don’t actively use the target language (Spanish in this case) at home or outside the classroom, often don’t develop the automaticity necessary to successfully perform pharmacist counseling interviews in Spanish with Spanish speaker patients. Therefore, on a regular basis, you should also set aside time to:
• Practice vocabulary and conjugate verbs
• Practice orally and writing sentences in giving response to patient requests and concerns, etc.
• Practice reading newspaper articles, ads, etc. to get more exposure to the Spanish language
• Practice speaking with friends and/or classmates to master dialogues
• Practice listening via news broadcasts, television or online videos to improve listening skills and cultural awareness

For practice purposes, working outside of class with a classmate is allowed; however, homework and other class assignments must be performed only by the student without help from a classmate unless prior approval is granted by the instructor to work with a classmate for a specific assignment, otherwise it will be considered a violation of the scholastic dishonesty policy and professional integrity.

IN CLASS:
Class meetings are important opportunities for you to interact with your classmates and your instructor. Participation is an essential component of the course and does not refer exclusively to attendance (see above: grading for class participation). In order to receive a high participation grade in this course, the following expectations must be met:

Interaction: The PHR 386 G course is not a lecture course. Instead, classes are student centered and, heavily rely on interaction and collaboration between you and your peers. Much of your work will be pair work and group work, where students are the main participants and the instructor is the facilitator of your learning. All students are expected to participate equally in these activities and will be graded accordingly.

Spanish: In order to improve your oral communication skills, you must practice both listening to and speaking Spanish! Therefore, as the semester goes on, your instructor will speak frequently in Spanish, which will not only help you learn new vocabulary and grammar structures, but will also increase your comfort level over the course of the semester. In turn, you are expected to speak in Spanish during all practice activities and for basic functional language (e.g. saying hello, asking to go to the bathroom, asking the instructor to repeat something, etc.). Don’t be shy! You won’t be graded on the accuracy of your speech in these situations. You are, however, expected to make the effort.

Focus: The focus of your attention should be on classroom activities while you are in class. The use of electronic devices and outside reading materials that do not pertain to the course are not allowed in class as they limit your participation and are also generally disruptive and disrespectful when not used for class purposes. The use of any items such as these will lower your participation grade substantially as it will not be a professional behavior, and may be a reason to sign a learning contract for inappropriate class behavior and or will be reported to the Dean’s office thru early warning system at the discretion of the course instructor.

UNIVERSITY POLICIES
**Students with Disabilities:**
The University of Texas at Austin provides upon request appropriate academic accommodations for qualified students with disabilities. All University rules concerning accommodations must be followed, including the student arranging for special accommodations **prior to each examination**. In the absence of such **prearrangement**, the student will be assumed that the student is not requesting special accommodations for that exam, and will be expected to take the exam with the rest of the class at the regularly scheduled exam time. For more information, contact the Office of the Dean of Students at 471-6259, 471-4641 TTY.

**Academic Dishonesty:**
The “**Statement on Scholastic Dishonesty of the College of Pharmacy**” reads as follows: "Pharmacy practitioners enjoy a special trust and authority based upon the profession's commitment to a code of ethical behavior in its management of client affairs. The inculcation of a sense of responsible professional behavior is a critical component of professional education, and high standards of ethical conduct are expected of pharmacy students. Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including failure of the course involved and dismissal from the college and/or the University. Since dishonesty harms the individual, fellow students, and the integrity of the University and the College of pharmacy, policies of scholastic dishonesty will be strictly enforced in this class".

- Students are expected to work independently on all examinations. Any student caught cheating will be given a “zero” on the exam (minimum).
- For homework and class presentations, students may work together to understand material. However, students are expected to turn in homework/presentations that have been completed with independent thoughts from classmates.
- Any student suspected of dishonesty will be reported to the Dean of the College of Pharmacy and to the Dean of Students, as per University regulations. Students are expected to have read and understood the current issue of the General Information Catalog published by the Registrar's Office for information about procedures and about what constitutes scholastic dishonesty.

**Professional Conduct:**
- Members of the College of Pharmacy shall show respect for themselves and each other as colleagues. Actions are considered unacceptable if they are intended to insult or stigmatize an individual or group on any basis. Actions are considered unacceptable if they exhibit conduct which is lewd, indecent, or obscene, or which any reasonable person would consider patently offensive to an individual, or academic community, whether the action occurs in a classroom, laboratory, or clinical practice setting.
- All communications involving members of the College of Pharmacy will be respectful and courteous. Verbal, written and electronic communications must be free of material that is harassing, profane, intimidating, or inappropriate. Every communication reflects the College of Pharmacy and should be professional in manner.
- All members of the College of Pharmacy should enjoy an opportunity to take part in the learning process. Members of the College of Pharmacy shall not disrupt instructional sessions, administrative activities, or other college related events. Special attention should be paid to standard etiquette such as the following:
- Members of the College of Pharmacy should arrive on time (late attendees should be discreet).
- Members of the College of Pharmacy should be attentive rather than engage in behaviors such as disruptive talking, eating, sleeping, etc.
- All comments should be on topic and respectful of everyone in attendance.
- Members of the College of Pharmacy should dress appropriately for the occasion.

- Members of the College of Pharmacy shall not steal, damage, destroy or endanger physical or intellectual property belonging to the College, a member of the College or a location affiliated with the College. The College of Pharmacy and its members have invested a great deal of time and resources and deserve the respect of others. Beyond the professional issues, theft of or damage to University property also carries with it the potential for legal consequences.
- Members of the College of Pharmacy must always represent themselves truthfully. Falsely representing oneself or another is unacceptable. Members of the College of Pharmacy shall not violate any laws or University policies that bring into question the member’s suitability as a member of the College of Pharmacy.
- Members of the College of Pharmacy have several obligations, both academic and extracurricular, that are agreed upon within the College. All professional and organizational obligations shall be upheld whenever possible. If obligations are unable to be fulfilled, appropriate measures should be taken (e.g. phone calls ahead of the event, apologetic letters after, etc.).
- Members of the College of Pharmacy are a part of the University of Texas at Austin. As such, they are expected to abide by rules of conduct for the University.
- Use of cell phones, texting, using Internet, and other similar personal electronic devices during class is not allowed unless expressly part of a class assignment/activity.