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This list of commonly used English greeting words and phrases with Spanish translation and phonetic pronunciation guide was created to assist monolingual front office staff to greet and communicate with patients as they come into the waiting area and register. Some words and phrases are meant to engage patients in simple conversation, and others elicit primarily “yes” or “no” responses. To use it, locate the greeting or common phrase that you need in the first column, then look for the Spanish translation in the second column and, if needed, use the pronunciation guide provided in the last column.

English	Spanish	Pronunciation guide	Audio Clip
Welcome	Bienvenido	Bee-en-veh-nee-doh	
Good morning	Buenos días	Bway-nos dee-us	
Good afternoon	Buenas tardes	Bway-nas tar-des	
Do you have an appointment?	¿Tiene una cita?	Tye-neh oona si-ta?	
Do you have insurance?	¿Tiene seguro médico?	Tye-neh se-goo-roe me-di-co?	
Can I see your insurance card?	Me permite su tarjeta de seguro medico	Me per-me-te soo tar-he-ta de se-goo-roe me-di-co?	
Do you speak English?	¿Habla usted inglés?	Ah-blah oo-sted een-glehs?	
I don't speak Spanish.	Yo no hablo español	Yoh no ah-bloh es-pahn-yol	
I speak a little Spanish.	Yo hablo un poco de español	Yoh ah-bloh oon poco deh es-pahn-yol	
My name is _____.	Me llamo _____.	Meh-yah-mo _____.	
What is your name?	¿Cómo se llama?	Co-mo seh yah-ma?	
Please	Por favor	Por fah-vor	
I don't understand.	No comprendo	No com-pren-doh	
Please speak slowly.	Hable despacio por favor	Ah-bleh des-pa-see-oh por fah-vor	
Shall we call an interpreter?	¿Llamamos a un intérprete?	Yah-mah-mos ah oon een-ter-preh-teh?	
We offer free interpretation services.	Ofrecemos servicio de interpretación gratis.	Oh-freh-seh-mohs ser-vee-see-oh deh een-ter-preh-teh gra-tees	
Please wait for the interpreter.	Por favor espere al intérprete.	Fah-vor de es-peh-rar al een-ter-preh-teh	
Excuse me	Con permiso	Con pair-me-so	
I am sorry.	Discúlpeme	Dis-cool-peh-meh	
I will be right back.	Ahorita vengo	Ow-ree-ta ven-go	

## List of Greeting Phrases for Monolingual Front Desk Staff

Do not worry.	No se preocupe	No seh pray-koo-peh	
Everything is OK.	Todo está bien	Toh-doh eh-stah bee-en	
Please write down your address.	Por favor escriba su dirección.	Por fah-vor es-cree-bah soo di-rex-yone?	
Please write down your phone number.	Por favor escriba su número de teléfono.	Por fah-vor es-cree-bah soo new-mero de te-le-fo-no?	
Please write down your age.	Por favor escriba su edad.	Por fah-vor es-cree-bah soo e-dad?	
Please write down your date of birth.	Por favor escriba su fecha de nacimiento.	Por fah-vor es-cree-bah soo fe-cha de na-si-mien-to?	
Who is your doctor?	¿Quién es su médico?	Kee-yen es soo me-dee-coh?	
Who is your dentist?	¿Quién es su dentista?	Kee-yen es soo den-tee-stah ?	
Are you in pain right now?	¿Tiene dolor ahorita?	Tye-neh doh-lor a-hor-ita?	
Do you need help with transportation to your appointment?	¿Necesita ayuda con transportación a su cita?	Ne-ce-si-ta a-yu-da cohn trans-por-tah-seeon a soo si-ta?	
One moment please.	Un momento, por favor	Oon mo-men-toh por fah-vor	
Wait here, please.	Espere aquí, por favor	Es-peh-reh ah-key por fah-vor	
Please sit down.	Por favor siéntese	Por fah-vor syen-teh-seh	
Repeat please.	Repita, por favor	Reh-pee-tah por fah-vor	
Come in please.	Pase, por favor	Pa-seh por fah-vor	
Who is next?	¿Quién sigue?	Key-en si-geh?	
I can help the next person.	Puedo ayudar la siguiente persona.	Poo-eh-doh a-yu-dar la si-gehn-teh per-so-na?	
Thank you	Gracias	Grah-see-us	
Goodbye	Adiós	Ah-dee-os	

Customize the list by adding other useful phrases or statements below.




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