

TRANSCRIPT Cultural Issues in the Clinical Setting—Diabetic

Scene 2—Interpretation Diabetic Compliances Latino

In this video, Dr. Joyce, a middle-aged White female, is about to see Mrs. Lourdes Rodriguez, a middle-aged Hispanic woman who has come to the doctor's office with her mother-in-law, Mrs. Leticia Rodriguez, and her younger cousin, Paulina Lopez. The provider asks the nurse to serve as translator. Ms. Rodriguez, who is a diabetic, was placed on a special diet by another doctor a week ago; she has come to see Dr. Joyce because she is not feeling well. The provider is sensitive to the cultural issues that may be affecting Mrs. Rodriguez's ability to care for her diabetes.

[Dr. Joyce looks at Ms. Rodriguez's file] [Nurse approaches Dr. Joyce]

Nurse: Doctor, the family insists on staying in the room.

Dr. Joyce: Mrs. Rodriguez?

Nurse: Yes, her cousin and her mother-in-law. I told them we provide

interpreters here at the clinic. But they...they're still very unsure. It

is just ...and very busy.

Dr. Joyce: All right, but I still want you to interpret.

Nurse: Okay.

Dr. Joyce: Is it possible to see Mrs. Rodriguez alone?

Resource: Excerpt from Cultural Issues in the Clinical Setting —Diabetic video provided by Kaiser Permanente



Nurse: It is. But you need to understand that when Mrs. Rodriguez brings

her family and it is a cultural thing, it is important for the family members to hear what you have to say. Oh, also, the mother-inlaw needs to be included in any of the decision-making and convinced of any treatment plan, and that might not happen.

Dr. Joyce: Ah, thank you.

Nurse: Okay.

Dr. Joyce: It says here last week she was put on a 1500-calorie diet plan for

her diabetes and asked to follow up in six weeks.

Nurse: Well, they think there is a problem.

Dr. Joyce: Hum, she should be fine with the treatment plan.

Nurse: Oh, don't be so sure. You see, sometimes, Latinos, they have

difficult times saying no. They feel they're going to be insulting the

physician's expertise.

Dr. Joyce: So, we need to make sure they really agree with the treatment

plan and not just being polite.

Nurse: Exactly.

Dr. Joyce: All right. If Mrs. Rodriguez is having trouble following the treatment

plan, we need to find out why and try to get back on the plan.

Nurse: [nods her head]: Okay.

Dr. Joyce: Also, go ahead and ask any questions that you feel are necessary.

Nurse: Okay.



Dr. Joyce: Great.

[As Dr. Joyce knocks on the door to enter Ms. Rodriguez's examining room, arguments in Spanish are heard from the inside. Dr. Joyce and the Nurse enter the room. Ms Rodriguez is sitting next to her mother-in-law, Leticia]

Dr. Joyce: Hola, I am Dr. Joyce.

Ms. Lopez: [Translated from Spanish] She's Dr. Joyce.

Ms.

Rodriguez: [Translated from Spanish] I am Lourdes Rodriguez.

Mrs.

Rodriguez: [Translated from Spanish] I am Leticia Rodriguez.

Ms. Lopez: Paulina Lopez.

Dr. Joyce: You've already met Nurse; she is going to help us with the

interpretation.

Nurse: [Translated from Spanish] You know me already— I am Nurse; I'll

be your interpreter.

Mrs.

Rodriguez: [Translated from Spanish] Tell her about that diet!

Ms.

Rodriguez: [Translated from Spanish] No, not right now...I don't feel well.

Mrs.

Rodriguez: I'm telling you. It's that diet. It tastes like nothing. Anyone would

feel bad eating that food.



Dr. Joyce: I sense there is a problem in here.

Nurse: [Translated from Spanish] I think we have a problem here.

Ms.

Rodriguez and

Mrs.

Rodriguez: [nod their heads] [Translated from Spanish] Yes.

Dr. Joyce: I'll sit down and we'll see if we can help you with this problem.

Nurse: [Translated from Spanish] Well, ...we are going to see how we

can help you.

[Ms. Rodriguez and Leticia nod their heads agreeing]

Dr. Joyce: Now, what's going on today?

Nurse: [Translated from Spanish] Now...what's happening?

Ms.

Rodriguez: [Translated from Spanish] It's that I feel very nervous and I am

dizzy.

Nurse: [Translated from Spanish] Lourdes says that she feels dizzy and

jumpy.

Mrs.

Rodriguez: Lourdes doesn't have anything...it is only nerves. Anybody would

get nervous with that diet.

Nurse: Leticia said that there is not much going on with Lourdes, that she

is having an attaque de nervios and it's the diet that is making her

nervous.



Dr. Joyce: I understand your concern for your daughter-in-law and I

understand nervios.

Nurse: [Translated from Spanish] I understand your concern for your

daughter-in-law and also the reason for those nerves.

Dr. Joyce: Many times, people with diabetes feel weak or dizzy. They don't

have enough energy.

Nurse: [Translated from Spanish] Many times, people with diabetes feel

weak or dizzy. They don't have enough energy.

Dr. Joyce: And it could be that Lourdes is having some of these feelings now.

Do you think that might be possible?

Nurse: [Translated from Spanish] It may be that Lourdes is feeling those

symptoms right now.

Mrs.

Rodriguez: [Translated from Spanish] It could be, I don't know, possibly.

Nurse: Maybe, I don't know.

Dr. Joyce: Are you worried about your diabetes?

Nurse: [Translated from Spanish] Are you worried about your diabetes?

[Ms. Rodriguez looks at her mother-in-law and starts crying]

Dr. Joyce: [seems concerned] Correct me if I am wrong, but I sense there is

a problem with the diet plan that you got at your last visit.



Nurse: [Translated from Spanish] Tell me if I am wrong, but I believe

there was a problem with the diet that was given to you in your last

visit, is that it?

Mrs.

Rodriguez and

Ms.

Rodriguez: [nodding their heads] Si.

Ms.

Rodriguez: [crying] [Translated from Spanish] Yes, I am trying to follow

it...but it is very difficult for me to eat those foods.

Nurse: [Translated from Spanish] Lourdes said she has been trying very

hard but it is very difficult to eat those foods.

Mrs.

Rodriguez: [Translated from Spanish] That diet is not good.

Nurse: [Translated from Spanish] That diet is no good.

Dr. Joyce: What do you mean by no good?

Nurse: [Translated from Spanish] How is it no good?

Mrs.

Rodriguez: [Translated from Spanish] The food has no taste. It is not the kind

of food our family eats. [Ms. Rodriguez nods her head in

agreement]

Nurse: [Translated from Spanish] Leticia said that the food has no taste

and it is not the type of food her family is used to eating.



Nurse: [Translated from Spanish] What type of foods does your family

eat?

Mrs.

Rodriguez: [Translated from Spanish] We eat good foods, enchiladas,

roasted meat, tamales, tortillas, salsa, fruits.

[Ms. Rodriguez nods her head and smiles]

Nurse: [Translated from Spanish] Leticia said that her family eats good

foods, tamales enchiladas, tortillas, fruits, salsa.

Dr. Joyce: [Looking at Ms. Rodriguez's diet sheet] I see...Oh, this is in

English. Would you like to have a diet sheet in Spanish?

Nurse: [Translated from Spanish] I see that the list is in English. Would

you like it in Spanish?

Mrs.

Rodriguez,

Ms.

Rodriguez, and

Paulina: [nodding their heads and smiling] [Translated from Spanish] Yes.

Thank you....

Ms. Lopez: Can I say something?

Dr. Joyce: Yes, of course.

Ms. Lopez: Lourdes, her husband Jose, and her children like to eat traditional

Mexican foods. I think his mother has him a little spoiled. I myself

have been trying to avoid this kind of foods because they're so

high in fat...I've been trying to lose some weight.



Dr. Joyce: Well, thank you for that. I understand that these foods are not the

kind of foods that your family is used to eating.

Nurse: [Translated from Spanish] I understand that these foods are not

the ones your family is used to eating.

Dr. Joyce: I also understand that your family needs to have good foods to

keep them strong and healthy.

Nurse: [Translated from Spanish] I also understand that your family

needs good foods to stay healthy and strong.

[Ms. Rodriguez lays her head on Leticia's shoulder]

Dr. Joyce: All right, I think I can help by making some changes to the diet

plan. Also, I think your family can help yourselves by trying to

understand Lourdes' diabetes and her dizzy spells.

Nurse: [Translated from Spanish] I think I can help you, by changing the

list of food. And also your family needs to help by understanding

Lourdes' diabetes and why she gets dizzy.

[Ms. Rodriguez seems relieved, looks at her mother-in-law and smiles]

Mrs.

Rodriguez: [Translated from Spanish] I understand that her diabetes is God's

will.

Nurse: Leticia said that Lourdes's diabetes is the will of God.

Dr. Joyce: I understand. Isn't it also God's will that He helps those who help

themselves?



Nurse: [Translated from Spanish] I also understand that God helps those

who take care of and help themselves.

Mrs.

Rodriguez: [Translated from Spanish] That's God's will.

Nurse: Yes, it is God's will.

Dr. Joyce: Good. Now, some of the foods that you mentioned are very good.

Nurse: [Translated from Spanish] Some of the foods that you mentioned,

are very good.

Dr. Joyce: The salsa, corn tortillas and of course, the fruit.

Nurse: [Translated from Spanish] The salsa, the tortillas and of course,

the fruit.

Dr. Joyce: I feel we just need to adjust the way some of the other foods are

prepared so that Lourdes is able to eat them. In this way,

Lourdes's diabetes can be better managed.

Nurse: [Translated from Spanish] I think we need to change the way

foods are prepared so that Lourdes can eat them. That way

Lourdes's diabetes can be controlled.

[Leticia and Ms. Rodriguez seem relieved and happy]

Dr. Joyce: So, I am going to get some help from our health educator or our

dietitian here at Kaiser who is more familiar with the kinds of foods

you like to eat.



Nurse: [Translated from Spanish] So, I am going to ask our health

educator or our dietitian here at Kaiser Permanente to help you

make a list of the food you can eat.

Dr. Joyce: [addressing Leticia] Also, I'd like to get some help from you, Mrs.

Rodriguez, in working out a new plan.

Nurse: [Translated from Spanish] And I also want to ask you, Mrs.

Rodriguez, to help us make a new plan.

Dr. Joyce: Because I bet you are a very good cook and could make these

changes easily.

Nurse: [Translated from Spanish] Because I am sure that you are a very

good cook and could make those changes very easily.

[Ms. Rodriguez, Mrs. Rodriguez, and Ms. Lopez start laughing]

Mrs.

Rodriguez: [Translated from Spanish] Maybe I'll cook for you some day.

Nurse: Leticia said that maybe she'll cook for you some day.

Dr. Joyce: [laughing] Oh...Well, good! I feel if we work together to help

Lourdes understand her treatment plan, then she wouldn't have to worry so much about these dizzy and jumpy feelings she's been

having.

Nurse: [Translated from Spanish] I think that if we all work together we

can help Lourdes with her treatment. She isn't going to have to worry about the dizziness and nervousness that she's been

having.

[Ms. Rodriguez and Mrs. Rodriguez relieved to hear such news]



Dr. Joyce: I'd like you to make an appointment for one month from now

Nurse: [Translated from Spanish] I want you to make an appointment, 30

days from today.

Dr. Joyce: And Nurse will see that you'll get that diet sheet in Spanish.

Nurse: [Translated from Spanish] I'll make sure that you have a list of

your diet in Spanish.

Ms.

Rodriguez: [smiling] [Translated from Spanish] Thank you.

[Mrs. Rodriguez and Ms. Lopez thanking Dr. Joyce and Nurse].

Dr. Joyce: Is there anything else I could help you with today?

Nurse: [Translated from Spanish] Something else I can help you with?

Ms.

Rodriguez: No, thank you.

Dr. Joyce: Well, thank you for coming in.

Nurse: [Translated from Spanish] Very well, Thanks for coming.

Ms.

Rodriguez: [looking at Nurse] Say thanks to her...

Mrs.

Rodriguez: [Translated from Spanish] Yes...tell her thank you

Dr. Joyce: Adios.



Mrs.

Rodriguez and

Ms.

Rodriguez: Adios.

Mrs.

Rodriguez: [Translated from Spanish] This doctor really understands...

[Dr. Joyce and Nurse leave the room and then Dr. Joyce looks at another patient's file and knocks on the door of the other patient's examining room].