

TRANSCRIPT Cultural Issues in the Clinical Setting—Diabetic

Scene 1—Interpretation Diabetic Compliances Latino

In this video, Dr. Royce, a middle-aged White male, is about to see Ms. 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 cousin, who speaks both English and Spanish, serves as translator for the doctor. Ms. Rodriguez, who is a diabetic, has just been placed on a special diet by another doctor; she has come to see Dr. Royce because she is feeling dizzy. The provider is not sensitive to the cultural issues that may be affecting Ms. Rodriguez's ability to care for her diabetes.

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

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

Dr. Royce: Mrs. Rodriguez?

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

interpreters here at the clinic. But she is a little unsure. It is just

and very busy.

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

diabetes and asked to follow up in six weeks.

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



[Dr. Royce looks at nurse and she looks back at him]

Nurse: Well, I think there is a problem.

[Dr. Royce sighs]

[As Dr. Royce knocks on the door of Ms. Rodriquez's examining room, arguments in Spanish can be heard from inside the room. He opens the door and enters]

Dr. Royce: Hello, I am Dr. Royce.

[Ms. Rodriguez is sitting next to her mother-in-law, Leticia] [Ms. Rodriguez's facial expression shows she is in pain]

Mrs.

Rodriguez: [Translated from Spanish] Tell him about the diet!

Ms.

Rodriguez: [Translated from Spanish] Not now; I don't feel good.

Mrs.

Rodriguez: I'm telling you—it is that diet. It has no taste. It would make anyone

feel bad!

[Ms. Rodriguez is crying because of the pain.]

[Dr. Royce looks at Ms. Rodriguez and Leticia and starts to get frustrated.]

Dr. Royce: Who speaks English?

Ms. Lopez: I do. I am Paulina Lopez, Lourdes's cousin and this is Leticia, her

mother-in-law.

Dr. Royce: I need to get over here. Um, all right, what can I do for you today?

Ms. Lopez: Lourdes is feeling dizzy and jumpy today.



Dr. Royce: Okay.

[Ms. Rodriguez is crying]

Mrs.

Rodriguez: [Translated from Spanish] There is nothing wrong with Lourdes.

She has an attaque de nervios. That diet would make anyone

nervous.

Ms. Lopez: We think she is just nervous.

Dr. Royce: Uh huh. All right, any blackouts?

Ms. Lopez: Blackouts?

Dr. Royce: Yes, has she ever passed out, become unconscious when she

was dizzy?

Ms. Lopez: [Translated from Spanish] Have you ever fallen asleep when you

were dizzy?

Ms.

Rodriguez: [Translated from Spanish] No. Never. Oh, I feel so bad. I feel like I

am going to pass out. [She is crying because of the pain] I feel I am going to jump out of my body. My hands tingle. [She continues explaining while crying] I see these floating things in front of my eyes. I think I might fall down and hurt myself. I am so afraid.

[Leticia is holding Ms. Rodriguez's hand and trying to comfort her]

Ms. Lopez: Lourdes says no.

Dr. Royce: [Recording this information in Ms. Rodriguez's file] Is she sticking

to a diet plan?



Ms. Lopez: [Translated from Spanish] The doctor wants to know if you are

following your diet plan.

Ms.

Rodriguez: [Translated from Spanish] [still crying] I am trying to. But it is very

difficult.

Mrs.

Rodriguez: [Translated from Spanish] [upset] That diet plan is no good! You

are not so sick that you can't cook for your family. Jose works very

hard. He needs good food to keep him strong.

Ms.

Rodriguez: [Translated from Spanish] But I don't feel good.

Dr. Royce: What's going on?

Ms. Lopez: I don't think Lourdes is sticking to her diet and Leticia doesn't like

the diet.

Dr. Royce: Well, it is not for her; it is for Lourdes. Tell her that this diet plan

has been scientifically proven to be beneficial to diabetics. Lourdes must stick to this diet plan if she wants to avoid

complications that can develop from her diabetes.

Mrs.

Rodriguez: What is he saying?

Dr. Royce: [continues] Complications such as kidney failure, loss of

extremities, problems with her eyes, heart attacks—okay?

Ms. Lopez: [Translated from Spanish] The doctor says that Lourdes must stay

to the diet plan for diabetes. [While trying to remember what the doctor just said, Paulina continues] If she doesn't do it, she will



get a heart attack. Eyes go blind. Kidney problems. Very bad things can happen to her. So, she must stick to the diet plan.

[Ms. Rodriguez is crying and holding Leticia's hands]

Mrs.

Rodriguez: [Translated from Spanish] It is not the kind of food that our family

eats! And I will not buy it at the market. Lourdes needs to cook and eat good foods. Like enchiladas, tamales, tortillas, carne asada,

salsa, fruits.

[Ms. Rodriguez continues to cry]

Dr. Royce: Wait, is Lourdes eating those kinds of foods? Enchiladas and

such? Those foods are not on her diet list.

Ms. Lopez: I think she is anyhow. Jose, her husband, and her children, they

like to eat traditional Mexican foods, and I think his mother has him kind of spoiled.... I've been trying to stay away from that kind of food myself because of the high fat. I'm trying to lose some weight.

Dr. Royce: [addressing Leticia] All right, Lourdes cannot eat the traditional

Mexican foods. If she gets sick, it is going to be your fault.

Mrs.

Rodriguez: [Translated from Spanish] What is he saying?

Ms. Lopez: [Translated from Spanish] If Lourdes gets sick, you will be to

blame.

[Leticia shocked]

Dr. Royce: [addressing Paulina] All right, would you ask her to leave the

room? I would like to speak to Lourdes without her in the room.



Ms. Lopez: [Turns and tells Leticia] The doctor says that you must wait

outside. He needs to talk to Lourdes alone now.

Mrs.

Rodriguez: [Translated from Spanish] This diabetes is the will of God! There is

nothing we can do about that.

Ms. Lopez: Leticia says that the diabetes is God's will.

Dr. Royce: Well, it doesn't matter. Lourdes still needs to stick to the treatment

plan.

Ms. Lopez: [Translated from Spanish] The doctor doesn't care about God.

Lourdes still has to eat those foods!

Mrs.

Rodriguez: [Translated from Spanish] What?

[Leticia leaves the room upset] [Ms. Rodriguez is trembling]

Dr. Royce: Now, I want you to tell Lourdes that she must stick to this

treatment plan. This is very important, all right? Regardless of what her mother-in-law wants, you see, Lourdes has Type II diabetes; this occurs when the body cells have become resistant to insulin. [Ms. Rodriguez is in pain and her stomach hurts] This reduces the amount of glucose that can be used by these cells at any one time. Lourdes must get her blood sugar under control and

keep it there.



Ms. Lopez: [while trying to remember what the doctor just said] [Translated

from Spanish] The doctor says that you must stick to the

treatment plan. The family is wrong about this. He is the doctor and he is right. The glucose is not enough; you're eating too much

sugar. Don't each so much sugar.

Ms.

Rodriguez: [still crying] [Translated from Spanish] I am sorry. I knew the

doctor would be upset with me.

Dr. Royce: Tell her that her dizzy spells are the result of her not following her

diet plan.

Ms. Lopez: [Translated from Spanish] The doctor says if you eat some of the

foods on the list, you won't get dizzy anymore.

Ms.

Rodriguez: [Translated from Spanish] Ask the doctor if we can get the diet

sheet in Spanish. My dictionary at home doesn't have all these

English words in it.

Ms. Lopez: [Translated from Spanish] No, no, that is enough now. Let's not

bother the doctor any more today.

Dr. Royce: Is everything okay?

Ms. Lopez: Yeah.

Dr. Royce: Okay, go ahead and make a follow-up appointment in six weeks

from now, all right? Okay, good.

[Paulina helps Ms. Rodriguez to stand up, she is still in so much pain]