

**Video
Transcript**

TRANSCRIPT

Cultural Factors Influencing Patient-Provider Communication

Example of Ineffective Patient-Provider Communication

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. The cousin is asked to serve as interpreter. 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.

In this video, Ms. Rodriguez and Mrs. Rodriguez are speaking in Spanish; Dr. Royce is speaking in English and Paulina, Ms. Rodriguez's cousin is the one interpreting for them.

*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.

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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.

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. Rodriguez'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, Mrs. Rodriguez.
Ms. Rodriguez's facial expression shows she is in pain.*

Mrs.
Rodriguez: Tell him about the diet!

Ms.
Rodriguez: 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 Mrs. Rodriguez and starts to get frustrated.*

Dr. Royce: Who speaks English?

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Paulina: 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?

Paulina: Lourdes is feeling dizzy and jumpy today.

Dr. Royce: Okay.

Ms. Rodriguez is crying.

Mrs.
Rodriguez: There is nothing wrong with Lourdes. She has an *ataque de nervios*. That diet would make anyone nervous.

Paulina: We think she is just nervous.

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

Paulina: Blackouts?

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

Paulina: Have you ever fallen asleep when you were dizzy?

Ms.
Rodriguez: 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.

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Mrs. Rodriguez is holding Ms. Rodriguez's hand and trying to comfort her.

Paulina: Lourdes says no.

Dr. Royce: *[Recording this information in Ms. Rodriguez's file]* Is she sticking to a diet plan?

Paulina: The doctor wants to know if you are following your diet plan.

Ms.

Rodriguez: *[Still crying]* I am trying to. But it is very difficult.

Mrs.

Rodriguez: *[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: But I don't feel good.

Dr. Royce: What's going on?

Paulina: 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.

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Mrs.

Rodriguez: What is he saying?

Dr. Royce: *[Continues]* Complications such as kidney failure, loss of extremities, problems with her eyes, heart attacks—okay?

Paulina: 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 Mrs. Rodriguez's hands.

Mrs.

Rodriguez: 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.

Paulina: 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 Mrs. Rodriguez]* All right, Lourdes cannot eat the traditional Mexican foods. If she gets sick, it is going to be your fault.

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Mrs.

Rodriguez: What is he saying?

Paulina: If Lourdes gets sick, you will be to blame.

Mrs. Rodriguez 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.

Paulina: *[Turns and tells Mrs. Rodriguez]* The doctor says that you must wait outside. He needs to talk to Lourdes alone now.

Mrs.

Rodriguez: This diabetes is the will of God! There is nothing we can do about that.

Paulina: Mrs. Rodriguez says that the diabetes is God's will.

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

Paulina: The doctor doesn't care about God. Lourdes still has to eat those foods!

Mrs.

Rodriguez: What?

*Mrs. Rodriguez leaves the examining room upset.
Ms. Rodriguez is trembling.*

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- 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.
- Paulina: *[While trying to remember what the doctor just said]* 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 eat so much sugar.
- Ms.
Rodriguez: *[Still crying]* 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.
- Paulina: The doctor says if you eat some of the foods on the list, you won't get dizzy anymore.
- Ms.
Rodriguez: 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.
- Paulina: No, no, that is enough now. Let's not bother the doctor any more today.
- Dr. Royce: Is everything okay?

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Paulina: 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.