

**Video
Transcript**

TRANSCRIPT

Cultural Factors Influencing Patient-Provider Communication

Example of the BATHE Model

In this video, a physician, a middle-aged White male, is interviewing a new patient, a young Hispanic female, who speaks little English. She emigrated from Central America to the United States about a year ago and is working part-time in a clothing factory. Her last menstrual period was three months ago.

In this video, the patient is speaking in Spanish and the physician is speaking in English. The interpreter interprets exactly what the patient and physician are saying.

Physician: Hello, buenos tardes, cómo está usted?

Patient: Oh, usted hablas el español, Doctor?

Physician: No, I am sorry, that's the only Spanish I know. Would you be more comfortable with an interpreter? There's someone here who can help us.

Patient: Por favor, eso me gustaría...

Text shown on screen: The interpreter enters the room.

This video excerpt from *Quality Care for Diverse Populations* is used with the permission of the American Academy of Family Physicians. Available at:

<http://www.aafp.org/online/en/home/cme/selfstudy/qualitycarevideo.html>

The views expressed in this video do not necessarily reflect the official policies of the U.S. Department of Health and Human Services or the Health Resources and Services Administration, nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.

**Video
Transcript**

Physician: So, uh, tell me what's going on in your life?

Patient/
Interpreter: I am almost sure I am pregnant.

I am not married yet but we expect to be married.

I haven't told him that I'm pregnant.

But I don't know how to tell him; I am not sure how he'll react.

Physician: And how do you feel about that?

Patient/
Interpreter: Well, honestly, I am a bit afraid.

I am not sure that we're ready for the responsibility of having children.

But my religion forbids abortion.

Physician: What about this situation troubles you the most?

Patient/
Interpreter: My boyfriend smokes.

He likes to drink wine.

And generally he likes me to drink with him.

And I don't know if that's safe.

**Video
Transcript**

Physician: Well, you're right to be concerned about that. And we'll talk about that in a minute.

Is there anything else troubling you?

Patient/
Interpreter: I am not sure if I am doing the right things for the health of the baby.

Recently, I ate some strawberries.

And my grandmother told me that that could cause the baby to have red birthmarks.

Physician: And how are you handling that?

Patient/
Interpreter: I'm going more frequently to church.

And I'm praying for strength and direction.

I also have visited my sister and my friends.

When I feel depressed.

Or under stress.

**Video
Transcript**

Physician: I can understand that this situation must be very difficult for you.

Patient nods her head.

[Physician continues] Now, remember, for the next few months, I need you to stay focused on keeping yourself healthy, because that's the best way to keep your baby healthy too.

That means staying away from alcohol.

No drinking wine with your boyfriend.

And you need to lay down the law about smoking, because that's the best way to keep yourself and your baby healthy.

Patient/

Interpreter: I know that you're right Doctor, but I don't know if my boyfriend will do what I ask him to.

Physician: Well, if you think it would help for me to give your boyfriend the facts, I'd be happy to talk him.

Patient: Gracias, Doctor.

Patient/

Interpreter: Yes, Doctor and what about my grandmother?

Is it true that the baby will have red birthmarks if I eat strawberries?

**Video
Transcript**

Physician: No, it is not true.

I mean, it's understandable for people to think that.

Because it is natural for a baby to be born with temporary red marks on their skin.

It's just a part of the birth process.

If you'd like for me to talk with your grandmother, I'd be happy to.

After all, your family plays an important role in your health and in your baby's.

Patient/
Interpreter: *[Smiling and nodding]* Thank you.