

**Video
Transcript**

TRANSCRIPT

Cultural Factors Influencing Patient-Provider Communication

Example of Effective Patient-Provider Communication

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, Mrs. Martinez, to serve as interpreter. 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.

In this video, Ms. Rodriguez and Mrs. Rodriguez are speaking in Spanish; Dr. Joyce is speaking in English, and Nurse Martinez is the one interpreting for them.

*Dr. Joyce looks at Ms. Rodriguez's file.
Nurse Martinez approaches Dr. Joyce.*

Nurse

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

Dr. Joyce: Mrs. Rodriguez?

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Nurse

Martinez: Yes, her cousin and her mother-in-law. I told them that Kaiser provides interpreters here at the clinic. But they...they're still not...they're still very unsure. It is just as well, I'm very busy. Dr. Joyce: All right, but I still want you to interpret.

Nurse

Martinez: Okay.

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

Nurse

Martinez: 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-in-law needs to be included in any of the decision-making and convinced of any treatment plan or it may not happen.

Dr. Joyce: Ah, thank you.

Nurse

Martinez: 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

Martinez: Well, they think there is a problem.

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

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Nurse

Martinez: 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

Martinez: 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

Martinez: *[Nods her head]* Okay.

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

Nurse

Martinez: 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 Nurse Martinez, enter the room. Ms Rodriguez is sitting next to her mother-in-law, Mrs. Rodriguez.

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

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Ms.

Martinez: She's Dr. Joyce.

Ms.

Rodriguez: I am Lourdes Rodriguez.

Mrs.

Rodriguez: I am Leticia Rodriguez.

Paulina:

Paulina Lopez.

Dr. Joyce:

You've already met Mrs. Martinez; she is going to help us with the interpretation.

Nurse

Martinez: You know me already— I am Mrs. Martinez; I'll be your interpreter.

Mrs.

Rodriguez: Tell her about that diet!

Ms.

Rodriguez: 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

Martinez: I think we have a problem here.

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Ms.
Rodriguez and
Mrs.

Rodriguez: *[Nodding their heads]* Yes.

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

Nurse
Martinez: Well, ...we are going to see how we can help you.

Ms. Rodriguez and Mrs. Rodriguez nod their heads agreeing.

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

Nurse
Martinez: Now...what's happening?

Ms.
Rodriguez: It's that I feel very nervous and I am dizzy.

Nurse
Martinez: 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
Martinez: Leticia said that there is not much going on with Lourdes, that she is having an ataque de nervios and it's the diet that is making her nervous.

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

Nurse
Martinez: 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
Martinez: 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
Martinez: It may be that Lourdes is feeling those symptoms right now.

Mrs.
Rodriguez: It could be, I don't know, possibly.

Nurse
Martinez: Maybe, I don't know.

Dr. Joyce: Are you worried about your diabetes?

Nurse
Martinez: Are you worried about your diabetes?

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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
Martinez: 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]* Yes, I am trying to follow it...but it is very difficult for me to eat those foods.

Nurse
Martinez: Lourdes said she has been trying very hard but it is very difficult to eat those foods.

Mrs.
Rodriguez: That diet is not good.

Nurse
Martinez: That diet is no good.

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

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Nurse

Martinez: How is it no good?

Mrs.

Rodriguez: The food has no taste. It is not the kind of food our family eats.
[Ms. Rodriguez nods her head in agreement]

Nurse

Martinez: Leticia said that the food has no taste and it is not the type of food her family is used to eating.

Nurse

Martinez: What type of foods does your family eat?

Mrs.

Rodriguez: We eat good foods, enchiladas, roasted meat, tamales, tortillas, salsa, fruits.

Ms. Rodriguez nods her head and smiles.

Nurse

Martinez: 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

Martinez: I see that the list is in English. Would you like it in Spanish?

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Mrs.
Rodriguez,
Ms.
Rodriguez, and
Paulina: *[Nodding their heads and smiling]* Yes. Thank you....

Paulina: Can I say something?

Dr. Joyce: Yes, of course.

Paulina: 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
Martinez: 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
Martinez: I also understand that your family needs good foods to stay healthy and strong.

Ms. Rodriguez lays her head on Mrs. Rodriguez's shoulder.

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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

Martinez: 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: I understand that her diabetes is God's will.

Nurse

Martinez: 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

Martinez: I also understand that God helps those who take care of and help themselves.

Mrs.

Rodriguez: That's God's will.

Nurse

Martinez: Yes, it is God's will.

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

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Nurse

Martinez: Some of the foods that you mentioned, are very good.

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

Nurse

Martinez: 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

Martinez: 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.

Mrs. Rodriguez and Ms. Rodriguez seem relieved and happy.

Dr. Joyce: So, I am going to get some help from our health educator or our dietitian who is more familiar with the kinds of foods you like to eat.

Nurse

Martinez: So, I am going to ask our health educator or our dietitian to help you make a list of the food you can eat.

Dr. Joyce: *[Addressing Mrs. Rodriguez]* Also, I'd like to get some help from you, Mrs. Rodriguez, in working out a new plan.

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Nurse

Martinez: 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

Martinez: Because I am sure that you are a very good cook and could make those changes very easily.

Ms. Rodriguez, Mrs. Rodriguez, and Paulina start laughing.

Mrs.

Rodriguez: Maybe I'll cook for you some day.

Nurse

Martinez: 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

Martinez: 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.

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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

Martinez: I want you to make an appointment, 30 days from today.

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

Nurse

Martinez: I'll make sure that you have a list of your diet in Spanish.

Ms.

Rodriguez: *[Smiling]* Thank you.

Mrs. Rodriguez and Paulina thanking Dr. Joyce and Nurse Martinez.

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

Nurse

Martinez: Something else I can help you with?

Ms.

Rodriguez: No, thank you.

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

Nurse

Martinez: Very well, Thanks for coming.

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Ms.

Rodriguez: *[Looking at Nurse Martinez]* Say thanks to her...

Mrs.

Rodriguez: Yes...tell her thank you.

Dr. Joyce: Adios.

Mrs.

Rodriguez and

Ms.

Rodriguez: Adios.

Mrs.

Rodriguez: This doctor really understands...

Dr. Joyce and Nurse Martinez 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.