

*Interviewer:* Where are you from?

*Interviewee:* Cuba.

*Interviewer:* How long have you been in the United States?

*Interviewee:* Oh my God! Since '62, that is, 40 —

*Interviewer:* From '62, that means most of your life you've been here in the United States?

*Interviewee:* Yes, deduct—I'm 71, rest 12 years, they're fifty something. Deduct 12 from 71.

*Interviewer:* Do you usually communicate in English?

*Interviewee:* It depends, if I'm talking to someone who speaks Spanish, I speak Spanish, if not, I speak English.

*Interviewer:* That is, you're completely bilingual, you communicate easily in any of these two languages?

*Interviewee:* I'm from Cuba, I lived in Spain 9 years, when I was at the university, I did a master's with the New York University, in Madrid, I stayed there because I got married, had a daughter in Madrid and lived 9 years in Spain, I liked it a lot, I stayed there and I still get in touch via Facebook with my family in Spain, but later I came down here because my parents were here and here I—my husband passed away when he was—he was 51 and was a lawyer in Madrid, and then I came here with my youngest daughter, my parents used to live here, my daughter is here and I have three grand daughters here, two older ones, one's twenty something and a little one of seven.

*Interviewer:* That is, you know Cuban Spanish and Spanish from Spain.

*Interviewee:* From Spain, yes. I also have a master's in Spanish literature and from South America.

*Interviewer:* When you make a medical appointment, do you usually make an appointment with a Spanish speaking physician, or not?

*Interviewee:* No, it's the same for me.

*Interviewer:* You have experience with Hispanic and non-Hispanic physicians, right? here in the United States—

*Interviewee:* Yes, I had—my neurologist was Argentinian, for example, but I have both, American and I have also had Hispanic physicians.

*Interviewer:* Do you feel that your expectations regarding communication with physicians were met, or there was something different to what you would have expected?

*Interviewee:* No, —

*Interviewer:* I mean, you were able to communicate successfully, both with Hispanic and non-Hispanic ones.

*Interviewee:* A-ha, yes.

*Interviewer:* Do you feel that language plays a part in how you communicate with the physician or maybe in the way that you are understood or actually it doesn't have an impact in communication at all?

*Interviewee:* Okay, sometimes I feel better when the—for example my neurologist—I spoke in Spanish with my neurologist, right? because he was Argentinian, but, actually, I feel better speaking Spanish since it's my mother tongue, however, I think in both languages; I cannot say that—If I speak with an English physician I feel the same.

*Interviewer:* You feel that you express just as well in both languages, however in Spanish, maybe, you have certain, emotional connection.

*Interviewee:* O feel more confident sometimes, yes, because it's my mother tongue, right?

*Interviewer:* What would have improved your experience regarding communication with your physicians, if anything?

*Interviewee:* What would have happened? I think that nothing. I have always had a good communication with my physicians; what I have always done, before visiting the doctor—I like to do research a lot

about what is happening to me and ask the doctor, have him explain things well to me, about what's happening to me, and then when he gives me a diagnosis or something, when I get home, I always look for everything that's related to what I have. Sometimes I exaggerate because I research too much, and get worry too much for what I have, maybe, I like—when someone prescribes a medicine to me, I look for the medicine, the generic name, all that, right? The secondary effects, etc. I like to be well informed.

*Interviewer:* Thank you very much for sharing. Anything else that you would like to add?

*Interviewee:* No, I like physicians who do, what here is called 'follow up', for example, I have doctor specialized in what is called pain management and she calls me to see how I—she gave me an injection, for example, an epidural, for the sciatic pain I had—she called me to see how I was doing with the pain, if it had made the effect, I like that kind of doctor, that cares, very few doctors call you after they have given you a consultation and ask how you're doing or how you are feeling, you can count them with the fingers of one hand, there should be more

*Interviewer:* Very well, that's really good. I'm going to stop here then.

*Interviewee:* Okay

[recording stops at 6.53]

[End of Audio]