

*[Beginning of 2021-07-01-MarianPatiño1.mp4]*

*Interviewer:* Very well. Then, what country are you from?

*Interviewee:* Colombia

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

*Interviewee:* Seventeen years.

*Interviewer:* You usually communicate in English, right?

*Interviewer:* Yes.

*Interviewer:* When you visit a physician, do you usually look for a Spanish speaking physician, or not?

*Interviewee:* No.

*Interviewer:* Do you have any experience with Spanish speaking physicians here in the United States?

*Interviewee:* Actually, very little.

*Interviewer:* Very well, and, in general, your experience with medical appointments here has been positive, negative, how did it go?

*Interviewee:* Positive, but physicians here are a little too technical, but I don't have any problem to understand them.

*Interviewer:* What do you mean by technical?

*Interviewee:* That they tell you things with a language that's really-technical, yes, how can I put it? Pretty-

*Interviewer:* Specialized.

*Interviewee:* The way it is, specialized, yes. The way it is.

*Interviewer:* Ok, at first, when you went to an appointment were your expectations different? Were you attended the way you expected to or it was different?

- Interviewee:* No, it has always actually been the way I have expected.
- Interviewer:* Do you feel you were able to communicate well with the physicians?
- Interviewee:* Yes.
- Interviewer:* Recalling your experiences, one of them, is there anything that would have improved your experience, the communication with the physician?
- Interviewee:* What happens is that, they are so objective, they forget how to be warm and the I think that they neglect that patient's service. They lack-
- Interviewer:* Would you like it to be more personalized?
- Interviewee:* Yes, a little more-
- Interviewer:* What questions or what could they have done to make the experience, the communication perfect?
- Interviewee:* Well, for example, if I'm in pain, I expect them to be more sympathetic towards me and say "ok", not, "I'm in pain" and they stay quiet, with no expression in their faces, they don't express any emotions as if they don't feel a bit what the patient is suffering.
- Interviewer:* What would you like to hear, what question would you like to have heard? "How are you feeling? I understand that you are-
- Interviewee:* Yes, like "I understand you, in spite of-" For example, "My stomach hurts" "Ok, tell me where it hurts", ""Right here", "but, how do you feel?", then I say "It hurts a lot" and the physician is there with the attitude of , my job is to tell you what you have to do, but it's not my job to tell you "I feel your pain, I understand that for you is really painful, let's try to help you handle that". In my country, for example, we do have that connection doctor-patient.
- Interviewer:* Very well, any other commentary?
- Interviewee:* No, I think it's more like trying to be in the patient's shoes.

*Interviewer:* Ok, thank you very much, excellent.

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*Interviewer:* Ready.

*Interviewee:* Ready, for example, from my experience, I have suffered all my life with the topic of weight management, then it's very difficult for me to lose weight. I do lots of things and have seen several physicians with different specialties; I feel that particularly with patients with this issue, which is not a topic, so medically speaking life or death, but it is a topic that affects you at a personal level, they think that because of the fact that I'm not losing weight fast, then all of a sudden, I'm cheating. I feel as if these physicians- the rule doesn't work anymore, I mean, either I'm eating a lot or I'm not exercising enough, or I'm not doing what I'm supposed to; then, it sounds very easy for them to say "No, the thing is that she's doing something wrong and is not following the protocol", but they never consider that it's a matter of, well, being in the patient's shoes and say, "Well, let's try other strategies", that never happens to me. So, you end up switching physicians.

*Interviewer:* And, does that help? Does switching physicians work?

*Interviewee:* Yes, sometimes, finally you find the right person, but after trying many times in different places.

*Interviewer:* And do you feel it's different in Colombia?

*Interviewee:* Oh, in Colombia, the matter is completely different. The physician takes your side, he helps you, he gives you more stimulation so that the person continues with the program, or with the medicine or other things; I feel that in that sense, physicians make a bigger effort to understand the patient.

*Interviewer:* Ok, thank you very much.

*Interviewee:* That's all.

*[End of 2021-07-01-Marian Patiño1.mp4]*

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