

*Interviewee:* Hello, how are you?

*Interviewer:* Where are you from?

*Interviewee:* Mexico.

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

*Interviewee:* 15 years.

*Interviewer:* Do you usually communicate in English?

*Interviewee:* Half and half, well, I speak Portuguese, I speak English and I speak Spanish.

*Interviewer:* When you have to make a medical appointment, do you usually look for a Spanish speaking physician or not?

*Interviewee:* If I can choose, yes, but because of the region I live in, there aren't.

*Interviewer:* Then, you get to speak with English speaking physicians?

*Interviewee:* Yes.

*Interviewer:* What has been your experience with medical service, with communication with physicians? Positive, negative, varied?

*Interviewee:* A little varied, but more than anything, a bit frustrating because the medical language that I have from my country is not the same language there is here, therefore the context is different; the Spanish they know here, the one the physicians who help us know, doesn't have the same context than in Mexico, and it's a little frustrating because sometimes they ask you, you answer and they don't understand, and then you have to look for a way to say it because you make the translation in your head.

*Interviewer:* Were your expectations about seeing a physician met or—?

*Interviewee:* Well no because—usually when they prescribe a medication—at first I remember they told me I had to take one every hour and then another four hours because they were many, then that caused me to—like weird because I made mistakes and then they asked the

nurse to come because my face indicated I hadn't understood, and I said yes to everything, and then the nurse who spoke Spanish showed it to me and—but even then her Spanish was different from mine, then I ended up taking the wrong one.

*Interviewer:* What would have improved your experience?

*Interviewee:* I think that—the situation a little more graphic, one of the physicians speak English too fast. And for a person who doesn't understand well it's very—like 'wait, more slowly, give me more time to understand what you are saying' because anyway, they are giving you bad news or not very good news, and then you try to first understand what they are telling you, and then the news they are giving you that you have this illness, thank God it wasn't anything bad, but that generated—like to have a little more space and with graphs, I mean with little drawings—

*Interviewer:* Something more visual.

*Interviewee:* Something more visual, yes.

*Interviewer:* Have you had non-Hispanic physicians who spoke in Spanish? Or some Spanish?

*Interviewee:* Now, in fact, I'm relating the experience I had 3 or 4 years ago, that my physicians were in Greenwich, Connecticut, now I live here near Mont Vermont, and is funny because the physician I'm seeing is from Argentina, but he's like Argentinian but raised here so he's Spanish is not native, so he speaks in English and I answer in Spanish and, well we communicate all right I have a good experience and my nurse is Mexican, and they arrange me to be with her because I said 'I want with Maria, and I feel more comfortable.

*Interviewer:* Anything else you would like to comment, any specific situation?

*Interviewee:* No, only that, that I took the wrong medicine because I didn't understand anything—

*Interviewer:* You didn't say any—

*Interviewee:* No, because later they asked me if I had taken it and I said I had, but no, nothing bad happened.

*Interviewer:* That's good. Well, that would be all. Thank you very much.

*[End of Audio]*