

*Interviewer:* Where are you from?

*Interviewee:* Colombia.

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

*Interviewee:* 10-18 years.

*Interviewer:* Do you usually communicate in English?

*Interviewee:* Yes.

*Interviewer:* When you have to visit a physician do you usually see Spanish speaking physicians?

*Interviewee:* No.

*Interviewee:* Why do you feel it's not important?

*Interviewee:* Because most of the physicians only speak English and since I also speak English, it's not a problem.

*Interviewer:* How is your general experience making medical appointments, going to medical appointments in the United States? Positive, negative?

*Interviewee:* Positive.

*Interviewer:* Any specific experience that had been good or maybe not so good?

*Interviewee:* One time-one time when it wasn't so good was when they perform an assessment, it was 15 days ago, it was in English and the explanation was very long and complicated and I didn't understand, then that person asked me if I wanted to have a person who spoke Spanish so I could understand better, then that was a bad experience because I would have liked that the physician spoke Spanish too, but it wasn't possible.

*Interviewer:* And did you feel that it was because of the language or it was for something technical that maybe a person don—

*Interviewee:* No, it was because of the language—

*Interviewer:* Because of the language, okay. What would have improved your experience and the communication in this appointment with the physician—in the appointment, that Spanish would have been spoken? What would have improved your experience?

*Interviewee:* Precisely that, that the person had spoken Spanish.

*Interviewer:* Regarding the attitude, did you feel maybe discrimination sometime, or you feel it was—

*Interviewee:* No, No, all the opposite, the person was even ashamed for the fact that he didn't speak Spanish.

*Interviewer:* And is this different from how it was in Colombia?

*Interviewee:* In terms of what-in what terms?

*Interviewer:* In the way they treat you, not so much regarding the fact to receive the medical service but the communication, how you are approached, how the questions are made—?

*Interviewee:* Yes, of course, it's a lot better in Colombia, not only because it's our language, but because it's our culture.

*Interviewer:* How is that? What is present in the culture that you don't have here?

*Interviewee:* Perhaps, perhaps, the vocabulary that is used, although is done in Spanish, sometimes we used phrases that are strictly from Colombia, or it may be expressions or sayings that help clarify the point that the physician is making and you understand a lot easier; since it's in English, then it becomes something very technical, and many times you don't understand.

*Interviewer:* Anything else you would like to mention?

*Interviewee:* No.

*Interviewer:* Okay, thank you very much.

*[End of Audio]*