

*Interviewer:* Where are you from?

*Interviewee:* Excuse me?

*Interviewer:* Where are you from?

*Interviewee:* Ecuador.

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

*Interviewee:* 4 years and 10 months.

*Interviewer:* Very precise.

*Interviewee:* (Laughter) Yes.

*Interviewer:* Do you usually communicate in English?

*Interviewee:* No, most of the times in Spanish, very little, at least I know how to ask for an appointment and things like that, but like to explain what is happening to me or what I need, no.

*Interviewer:* Then, mainly in Spanish, very well. Do you usually go to Spanish speaking physicians?

*Interviewee:* Excuse me?

*Interviewer:* Do you usually look for a Spanish speaking physician?

*Interviewee:* Actually, when I call to make an appointment, I suggest a physician that speaks Spanish, but sometimes there aren't, and then they tell me that there is a translator or that the nurse can help, and so on.

*Interviewer:* Have you needed to use a translator, an interpreter or has a nurse helped you when the physician doesn't speak Spanish?

*Interviewee:* Yes.

*Interviewer:* How did it go?

*Interviewee:* Well, I needed the help, good, good. They have said what I expressed in Spanish and the physician has done the right thing.

- Interviewer:* Was it a nurse or they send an interpreter?
- Interviewer:* Both have helped me, sometimes the nurse, sometimes the interpreter.
- Interviewee:* Do you feel he was able to communicate well with the physician?
- Interviewee:* Yes, yes, yes.
- Interviewer:* When you call to ask for an appointment in Spanish, does it matter if he is Hispanic, or he can be non-Hispanic but that speaks Spanish?
- Interviewee:* Yeah, it's all right. As long as he speaks Spanish.
- Interviewer:* Have you been attended by non-Hispanic physicians that speak Spanish?
- Interviewer:* Does it matter that the person has an accent, or that—
- Interviewee:* No, no, no. It's represents help for me, so that doesn't matter to me, because since I don't—I don't speak English, then I don't mind.
- Interviewer:* So, it was all right. Okay. What would have improved your experience? To make an appointment or to communicate with a physician?
- Interviewee:* Okay, in my case, if I spoke English, that would be a lot better or when the physician doesn't speak a perfect Spanish, if he spoke well enough, the way we normally do, it would also be better, I mean, language has a lot to do when both parties try to communicate in a language that it's not our own, then I consider that it would be better, but if there is an interpreter or the nurse, they always help.
- Interviewer:* Do you think that the medical service is different here in Ecuador?
- Interviewee:* Yes, actually, I do. Lately, what we have—lately I would say it's better in my country.
- Interviewer:* In what sense would it be better?

*Interviewee:* Because now we have to wait for a long time to receive an appointment, to be checked, —

*Interviewer:* Here.

*Interviewee:* Yes, here, let's say, I call and they give me an appointment until a month and a half from now, then sometimes it's urgent and no—imagine, you are ill and feel some pain and doesn't receive immediate attendance it's kind of upsetting, and no-no—well, that can get worse.

*Interviewer:* Any other—

*Interviewee:* Excuse me?

*Interviewer:* Any other commentary?

*Interviewee:* Yes, well, the last thing that happened to me was that I asked the physician to help me get a test for D vitamin, because I already did that but I also asked for one of glucose, but then the physician told me that if another physician was seeing me I should tell her, then I wanted to— he said, if you want me to do it, you have to call, make an appointment to be able to give you the appointment for that treatment because in this moment I'm giving you only for the D vitamin, it was like—appointment and appointment, it can't be in only one, and I understand because he tells me that they have a lot of patients then for time restrictions I can't help you, then—I don't know, from my point of view, it's not right because he is the physician right? That's that.

*Interviewer:* Thank you for sharing. Okay, that would be all then, thank you very much.

*Interviewee:* Okay, ready Elena.

*[End of Audio]*