

*Interviewer:* Where are you from?

*Interviewee:* Colombia.

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

*Interviewee:* 20 years.

*Interviewer:* Do you usually communicate in English?

*Interviewee:* Yes.

*Interviewer:* When you visit a physician, do you usually visit Spanish speaking physicians?

*Interviewee:* No. I can't find them in the area where I live. Most people speak some Spanish, but most of the ones I go to are American or of an Arab origin?

*Interviewer:* If you had the opportunity of going to a Hispanic physician, would you prefer that or it would be the same to you?

*Interviewee:* I would prefer that.

*Interviewer:* Why?

*Interviewee:* Because it's easier for me to communicate in Spanish even though I feel I can communicate in English but there is more similarity with a Hispanic physician.

*Interviewer:* What do you understand by similarity?

*Interviewee:* I think I can explain better the symptoms I have. I can ask more questions and when the physician answers me, I can understand the terms better when it's in Spanish than in English.

*Interviewer:* Okay, thank you. Then, are you saying that you visit English speaking physicians, above all of Arab origin?

*Interviewee:* Yes.

*Interviewer:* How has your experience with them been? Positive, negative?

*Interviewee:* Almost all of the doctors I have visited have been positive. I think that they consider that their experience with other Spanish speaking patients have been good and they make an effort to be understood not only in Spanish if they speak it, but in English and they are always willing to explain the term a little more so that I understand it.

*Interviewer:* Are the ones who speak Spanish non-native speakers, right?

*Interviewee:* Some are native, but most of them have learned it at the training they've had.

*Interviewer:* How have you felt understanding their Spanish?

*Interviewee:* Good, good. There hasn't been any problem with them. I have actually never had any problem with any physician, personally.

*Interviewer:* [Pause 02:21-02:26] like to communicate in Spanish even though it's not their mother tongue? Do you feel they speak well?

*Interviewee:* Yes, although many times I tell them everything in Spanish, they understand it all and they answer in English and I understand them. Sometimes they want to speak in Spanish and I also manage to understand them.

What I like the most is that they make the effort, they, as physicians, to be able to connect with us patients and explain things to us. They don't have the stance of "the patient has to understand English so if he understood good, if not, the same" they make the effort to communicate in Spanish.

*Interviewer:* Excellent. That's what I wanted to hear. [pause 03:12 – 3:19] if anything?

*Interviewee:* Your question got interrupted. What was the question?

*Interviewer:* What would have improved your experience regarding communication? If anything?

*Interviewee:* No. There's nothing to improve. Many physicians have practiced in countries from Central and South America and that's why I think they like Spanish. They know how to treat a Latin patient. I wouldn't do any— No, I've had good experiences with them.

*Interviewer:* Excellent. I think that's all. Any comment or question you may have?

*Interviewee:* Well. My personal experience with physicians has always been very good. I have also had the experience of taking my father with American physicians and it also went very well.

When he had an accident, they explained it to me, I did the translation. At no time did I notice they were against the idea of me doing the translation English-Spanish, Spanish-English. It's always been very good. I've never had bad experiences.

*Interviewer:* Okay, Very well. I think that's all. Thank you very much for participating. Have a good day.

*Interviewee:* Thank you, Elena. See you later.

*[End of Audio]*