

*Interviewee:* Peru.

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

*Interviewee:* I have been here for six years.

*Interviewer:* Do you usually communicate in English?

*Interviewee:* In English and in Spanish.

*Interviewer:* When you have to make a medical appointment do you usually go to Spanish speaking physicians?

*Interviewee:* Yes.

*Interviewer:* Why? Why do you prefer a Spanish speaking physician?

*Interviewee:* Because when it comes to medical matters, I prefer to go with someone who speaks my language.

*Interviewer:* Have you had experiences with non-Hispanic physicians?

*Interviewee:* Yes.

*Interviewer:* How was it, positive, negative?

*Interviewee:* Positive.

*Interviewer:* How did you communicate with them, through an interpreter or you speak English?

*Interviewer:* Before, when I first arrived, I needed an interpreter. They helped me with that, with everything I had to do in the hospital.

*Interviewer:* How was it with the interpreter? How did you feel?

*Interviewee:* Yes, it was good. She said everything I was saying and this way I could communicate better with the physician.

*Interviewer:* Do you feel you were always able to communicate well with your physician?

*Interviewee:* Yes.

*Interviewer:* How about with other medical staff such as the nurses, the technicians.

*Interviewee:* I also communicated well with them, as long as the interpreter was there. I haven't had a bad experience with them. Help has always been good.

*Interviewer:* Do you feel they understood you fine?

*Interviewee:* Yes.

*Interviewer:* What would have improved your experience, if anything?

*Interviewee:* What would have improved? Well, sometimes they took too long, they didn't have enough interpreters; I had to wait until someone who knew arrived. That's the only thing. I don't think anything else.

*Interviewer:* Do you feel you were treated differently because of the language?

*Interviewee:* No.

*Interviewer:* Have you recently communicated more in English or in both languages?

*Interviewee:* Yes. In both languages.

*Interviewer:* Anything you would like to add? Any particular episode when it was more difficult to communicate?

*Interviewee:* In Virginia, I lived in Virginia. It was more difficult to communicate because there weren't many interpreters. Everybody speaks English. I had to wait, to be patient. Sometimes they didn't understand me. I had to use my telephone. Here in New York, in White Plains, I found many people who speak Spanish so I was able to communicate more with the physicians.

*Interviewer:* Do those people who speak Spanish come from different countries?

*Interviewee:* Yes.

*Interviewer:* Do you feel they speak a different Spanish from the one you do or?

*Interviewee:* Sometimes I do. Sometimes I feel they speak— but it's understandable.

*Interviewer:* I mean, you can't tell it's different but that doesn't prevent—

*Interviewee:* It doesn't prevent communication.

*Interviewer:* Okay, very well. Anything else?

*Interviewee:* No. That's it. I'm very happy with the communication they have down here.

*Interviewer:* Okay, That's all then. Thank you very much.

*Interviewee:* Thank you very much. See you later. Take care.

*[End of Audio]*