

*Interviewer:* Where are you from?

*Interviewee:* I am from Argentina.

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

*Interviewee:* Two and a half years.

*Interviewer:* Do you usually communicate in English or in Spanish?

*Interviewee:* In Spanish.

*Interviewer:* Do you usually speak English?

*Interviewee:* I understand a lot, but it's difficult for me to communicate, it's difficult for me to speak.

*Interviewer:* Then, when you have to see a physician, do you usually see a Spanish speaking physician?

*Interviewee:* I try to get someone Spanish speaking, yes.

*Interviewer:* Have you had to use the service of an interpreter? Or that someone helps you interpret?

*Interviewee:* Here in New York—I was in California the first year and I did need a translator, here normally, physicians speak Spanish very much.

*Interviewer:* Are you talking about Hispanic physicians or you have also had physicians who are not Hispanic, but speak Spanish?

*Interviewee:* No, I have also had American physicians who get the message through and make an attempt to speak as much as they can in Spanish.

*Interviewer:* How did it go? Do you feel you could express well?

*Interviewer:* Yes, yes, because when at times they haven't been able to explain something with words, they have brought, the printed explanation in Spanish so that I understand my pathology, or the treatment I was supposed to carry out.

*Interviewer:* The, your experience with non-Hispanic physicians has been mainly positive?

*Interviewee:* yes, perfect, yes.

*Interviewer:* Any negative experience that you've had?

*Interviewee:* No, all the opposite, they always try to explain themselves or to explain it somehow.

*Interviewer:* Anything that had improved your experience or that you had expected one way and it turned out differently?

*Interviewee:* No, honestly, I'm grateful for the service because, even though I don't have social security, don't have a social worker, every time I go, myself, Mario or my son, they attend us really well.

*Interviewer:* Is it different in Argentina, about communication, the service, the personal part?

*Interviewee:* In Argentina, public health is free; maybe that, but also because It's for free, they lack supplies a lot, on the one hand is positive that is free but on the other hand service is not good because health services are saturated.

*Interviewer:* Anything else that you would like to add?

*Interviewee:* No, honestly, I'm grateful because when you come to this country, with a little fear and thinking that if you get sick, nobody is going to help you, the truth I was surprise, it's all the opposite, sometimes when you have to pay for x-rays or things, they offer different ways to pay for them, or look for the way to get to an agreement, so honestly, for me the experience is super positive.

*Interviewer:* That's great, then, it was better than what you expected.

*Interviewee:* It was, honestly, it was.

*Interviewer:* Very well, that's all I have, thank you very much.

*Interviewee:* Okay, bye.

*[End of Audio]*