

*Interviewer:* Well. Where are you from?

*Interviewee:* Peru.

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

*Interviewee:* Five years.

*Interviewer:* Do you usually communicate in English?

*Interviewee:* No.

*Interviewer:* You speak mainly Spanish.

*Interviewee:* That's correct.

*Interviewer:* When you have to see a physician do you usually look for a Spanish speaking physician?

*Interviewee:* Not always, sometimes.

*Interviewer:* How is it? Why you do it and why you don't?

*Interviewee:* Actually, my primary physician speaks Spanish, but when she sends me to see a specialist and there isn't, well, sometimes the nurse helps me or somebody who speaks Spanish.

*Interviewer:* Is your primary physician Hispanic?

*Interviewee:* No, she's from India.

*Interviewer:* But she speaks Spanish.

*Interviewee:* Yes.

*Interviewer:* How do you feel when the physician who speaks to you has an accent, or her Spanish is not perfect, what do you think of the way she speaks Spanish?

*Interviewee:* I feel really good because I feel she makes the effort to explain to me, to attend me, she makes me feel she cares for her patient,

because she makes the effort—the effort to make me understand and when she is not able to explain something to me or when she wants to tell me—I don't know, 'you need to eat this thing', she indicated that I needed to eat vegetables, she entered to the web and showed me which vegetables—with images, which vegetable she wanted me to eat, that is super important to me.

*Interviewer:* Then, you feel you have been able to communicate well, with that physician.

*Interviewee:* Yes.

*Interviewer:* Have you ever used an interpreter service?

*Interviewee:* Yes.

*Interviewer:* How did it go?

*Interviewee:* Excuse me?

*Interviewer:* How did it go? Was it in person or over the phone?

*Interviewee:* Oh, it was over the telephone. It was over the phone and sometimes good, but sometimes super bad because sometimes interpreters don't seem to know how to explain something, because I understand English a little and then I tell him that I hadn't said exactly that, and they say they are sorry, and they kind of get confused when they want to speak.

*Interviewer:* What would have improved your experience? With your physician?

*Interviewee:* That the interpreter—that the interpreter speaks English really well because he didn't—I felt he wasn't explaining what I wanted to say, or he forgot and asked me what I had already told him, I don't know if they take notes or if it's automatically recorded and they interpret that, but I felt that he didn't understand; I know I speak fast so I tried to do it more slowly, but it has happened that they hadn't said what I wanted then to tell the physician.

*Interviewer:* Is it different from how it is in Peru? Do you feel that the medical service here regarding communication, attitudes, is different?

*Interviewee:* Yes, definitely yes, because the health system in Peru is completely precarious, unless you go to a private clinic and only people who work have that, and they pay half of the insurance because the company pays half of it and the person the person the other half; and anyway, it's not like-it's not so individual, the consultation because you always have to wait a long time, a lot of people go to the clinic, in fact, the health system in Peru is not good.

*Interviewer:* Then you are happy with the service that you receive here? Your mainly satisfied.

*Interviewee:* If it's in the communication matter, I am, but in the diagnosis matter I'm not because it has happened to me, for example, I have had anemia for two years and I was only given pills for-iron with iron, pills, pills, pills, pills, then I told them, isn't there a way to stop the anemia? And then it was that I also -I also had low vitamin B, and I said I cannot take the same for everything and you keep giving me a little pill, then when I traveled to Peru, I had some—I went to a private physician and he injected iron to the vein and increase my hemoglobin in a day what I was trying to do with little pills in two years, then, everything is really weird, definitely here attention is more personalized, but in Peru is like, okay, you have been trying to eliminate anemia for two years and you can't and they gave me—they injected in the vein and that's it, they made some test and my hemoglobin had increased to 13 and I'd had 10 for 2 years; and the same thing with vitamin D, they gave me some vitamin D and they increase my vitamin, I had been struggling with that; then it's really strange, there are some things that are good over there, but you have to wait for a long time or you need to have money to be attended more personally, whereas here, you can go and get a regular appointment, everything is treated with a little pill or they wait until you are super-super ill to be sent to do some tests, things like that.

*Interviewer:* Okay.

*Interviewee:* Okay, my physician, the physician I got was a dear although he didn't speak English he tried to understand me and calm me because I was crying, but there was a nurse who didn't speak Spanish and asked for an interpreter and didn't even make the effort, I was telling her I was in pain and it was worse, because it was like if I was telling her to move my feet and she move it more and more; in fact everything is really random, it depends on who

attends you, it's really by chance, sometimes you get a really loving person, like this physician that —later I did some research and learned he was an erudite person, he had operated people from the sports world, on the other hand the nurse with awful attitude, bad tempered, she treated me awful—

*Interviewer:* Then it's really very individual, right? It depends a lot on the person.

*Interviewee:* It depends on the person.

*Interviewer:* Anything else?

*Interviewee:* No, basically that, something that surprises me here is that, for example, nurses are always —it's supposed to be healthy environment and one has to be very careful with hygiene, and they have the nails like two meters long and painted with many colors, they wear lots of bracelets and it makes me think, 'what happens? Where is the health environment? I never see that in Peru, nurses are not allowed to have the nails painted, really long, that really surprises me.

*Interviewer:* How is it going with the kid with the pediatrician?

*Interviewee:* The pediatrician is a pal, she speaks some languages, but I think that sometimes she is so saturated with kids—she's good, I can't complain, she's good, but to see her, sometimes you have to wait for two hours and when—when I had found something odd in the tests she says that it's nothing, it's something simple, maybe an allergy or something, things like that, but she's good, I can't complain.

*Interviewer:* Thank you very much. That's all I think

*[End of Audio]*