

*Interviewer:* Where are you from?

*Interviewee:* I come from Argentina.

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

*Interviewee:* I have been here for around 10 years.

*Interviewer:* Do you usually communicate in English?

*Interviewee:* Yes, with people who speak English, in English and with people who have—who speak Spanish, in Spanish.

*Interviewer:* If you have to visit a physician, do you look for a Spanish speaking one, or not?

*Interviewee:* Honestly speaking, when I have visited a physician, the few times I have needed a physician, I haven't been given the choice; it has always been American physicians.

*Interviewer:* If you could choose, would you look for one who speaks Spanish or it doesn't matter?

*Interviewee:* Honestly, I would. I would like to be attended by someone who speaks Spanish, so I can express myself better when it comes to describe the symptoms I have

*Interviewer:* How was your experience with the physicians that attended you here, positive, negative?

*Interviewee:* It was positive, yes. It met the expectation for which I once went to the ER, and actually I was treated very nicely.

*Interviewer:* Did you have to use an interpreter, or it was all—

*Interviewee:* No, no, no. I haven't used an interpreter, even though I was offered, when they realize I'm Latin, Spanish speaking, they offer it to me, the service of a translator but I have always managed with my vocabulary.

*Interviewer:* What were your expectations when you went? Were they met? Were they lower higher?

*Interviewee:* Yes, yes. Medical attention here, in the United States is very strict, sometimes you can even feel that it's too much, too many studies, too many tests, but actually it's to eliminate any other situation that could be hiding some pain—I went for a stomachache and they ended up taking blood samples, x-rays, and yes, to me it was a waste of time for them it was necessary to be sure they had the correct diagnosis.

*Interviewer:* Then you received all the service you expected and more.

*Interviewee:* Yes, and more and more, and that was also the bill I received later but all that is covered by the insurance.

*Interviewer:* Okay. What would have improved your experience? If there is anything?

*Interviewee:* If something could improve, the-the-the, when you register to enter—I entered through ER, for a stomachache, they realize, obviously, my name is Cristian Delgado, it's a Latin name, to suggest in that moment if I have a preference for a Spanish speaking physician or not, in that moment I would have chosen a Spanish speaking physician to be able to tell with more detail the symptoms I was feeling in that moment, many times, we, Latin people, Spanish speaking people, when we don't know the right terminology, the right word, we avoid using a word, and if at the moment that I am being checked if there is a Spanish speaking physician, if you can suggest that, it would have been really good. That's what I would improve but the overall situation, it was perfect.

*Interviewer:* A physician who speaks Spanish would have to be a Hispanic or it could also be an English-speaking person who also speaks Spanish?

*Interviewee:* A person who speaks Spanish, really, yes, who understands Spanish, Spanish terminology, 'I have a stomachache—

*Interviewer:* It wouldn't have matter if it had been someone like me, with an accent, but that were able to explain things—

*Interviewee:* No, not at all.

*Interviewer:* Okay, that would be all. Thank you very much.

*Interviewee:* See you later.

*Interviewer:* See you later.

*[End of Audio]*