

Interviewer: Where are you from?

Interviewee: Mexico.

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

Interviewee: 15 years.

Interviewer: Do you usually communicate in English?

Interviewee: Yes.

Interviewer: When you have to make a medical appointment, do you usually look for a Spanish speaking physician?

Interviewee: No.

Interviewer: Why not?

Interviewee: Because my English is good, good enough to understand medical terms in English.

Interviewer: In general, has your experience here with medical services been positive, negative, varied?

Interviewee: It has been excellent.

Interviewer: Can you elaborate a little more? Excellent? Why? Why did you like it?

Interviewee: The quality of health in the United States is one of the best in the world, technology, medical breakthroughs, science in the United States is one of the best in the world. I haven't had a complaint, on the contrary, I think that health—that the health system in the United States is a privilege, except that getting access to it is very expensive.

Interviewer: That means that your expectations were met entirely.

Interviewee: Yes.

Interviewer: I'm sorry for interrupting, did you want to add something?

Interviewee: Yes, I think that although the system in the United States is extremely good, the health system, I think is something flawed because is very expensive to have access to it. Some pills in the United States for a simple cold, cost, a hundred dollars, if you don't have medical insurance, whereas in Spanish speaking countries, the government has more accessible prices, and have a lot less resources than this country to make the medication accessible to the people that need it.

Interviewer: Then, if something had improved your experience, it would have been the cost, not the communication with the medical staff?

Interviewee: No, and everywhere I've gone and needed some medical service, if I don't understand, there is always someone to see how they translate it for me.

Interviewer: Was the staff Hispanic or it was an interpreter service, once?

Interviewer: No, it's always been staff that speak English.

Interviewer: Anything else that you would like to add?

Interviewee: I don't think so.

Interviewer: Okay, thank you very much, that will be all. I'll stop the recording
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Interviewee: Very easy—

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