

Health care is very important. It is the goal for everyone to be able to access and utilize the health care resources.

1) What is your Primary Language? **Spanish -14, English - 3, Portuguese - 1**

2) How does it make you feel when you get information in a language other than your primary language? **Uncomfortable (1), frustrated (2), disorientated (1); I feel bad because I don't understand (3). It becomes difficult to answer any of the questions I am being asked (1). I try to have the information translated (3). It is difficult, but it is an opportunity to learn English (1).**

3) Do you prefer to have a Health Care professional speak your primary language? If Yes, Why? **Yes (16); They would understand me better in my language (1). It would be easier to understand the information (1). Then I can ask questions and I would understand (1); We would be able to communicate with each other (1). Because I could tell the doctor much more(1); I would be able to tell my symptoms and ask questions so I don't have any doubts about my condition (1).**

4) Do you read health information like pamphlets or flyers that may not be written in your primary language? **Yes - 9 No - 5; I look at it but I don't understand (1) I understand a little English (1). My son translates for me (1).**

5) When was the last time you went to the Doctor? **Today (1), 1 week ago (1), October (3), September (2), August (3), July (1), June (3), hospital this year (1), 2 years ago (1)**

6) What was the reason, Sick, pregnant, annual physical? Explain?

Annual physical (6), antepartum visit (4), 6 week postpartum check-up (3), mammogram (1), asthma (1), not feeling well (1).

7) How was the care that you received? Please describe in detail. Good(3), great (1), excellent (1), ok (1)

not good (1); I had to wait too long to see the doctor(1). The doctor doesn't speak Spanish - a little bit disconcerting (1)

Did you feel that the Doctor spend enough time with you? Yes (3), sufficient (1); He didn't speak Spanish but his nurse translated (1). He didn't speak Spanish and he didn't understand me and I didn't understand him (1). The visit was too quick (1).

Did you have unanswered questions? All my questions were answered (1)

8) What prevents you from going to the Doctor? Finances? Yes (12)Transportation? Yes (2)
You don't trust Doctors? I trust my doctor (1) Explain?

9) Have you had any negative experiences with your Doctor/Provider? If Yes, describe in detail
Yes (4); He doesn't speak Spanish and can't explain things to me (1). The doctor doesn't tell you everything (1). I have to wait too long to see the doctor (1). The service is not good (1).

10) Do you feel that there are enough Health care resources or facilities in your area? Explain?
Yes (7); There are plenty of resources (1). Yes, but the services need to be closer to other resources (1).

No (9); If there were enough, it wouldn't take so long to see the doctor (1). There aren't enough resources (1). They are not accessible, if you have to pay (1). The services are not good (1). They need more specialists (1)

11) What would be your ideal visit at the Doctor's Office look like? Explain?

I understand very little English, but with a translator it is better (2). It would be good if the doctor didn't have to see too many people in 1 day (1). Where I can express myself and understand my treatment (1); that the doctor takes time to check me and explain things (3); not have to spend so much time at the appt. (1); that I could communicate with the doctor in

Spanish (4); clean office; informative staff; caring doctor; that I will be taken care of more quickly (1); that the doctor will listen to me (1)

El cuidado de la salud es muy importante. El objetivo o meta es para que todos sean capaces de acceder y utilizar los recursos para el cuidado de la salud.

1) ¿Cuál es su idioma principal? _____

2) ¿Cómo se siente cuando usted consigue información en un idioma que no es su idioma principal?

3) ¿Usted preferiría tener a un profesional de la salud que hable su idioma primario? Si su respuesta fué afirmativa por favor describa, Porqué?

4) ¿Usted lee información médica como panfletos o volantes que no estan escritos en su idioma principal?

5) ¿Cuándo fue la última vez que fué al médico?

6) ¿Cuál fue la razón estaba enfermo, embarazada, visita física anual? ¿Explique?

7) ¿Cómo fue la atención que usted recibió? Por favor describa en detalle. ¿Usted sintió que el médico pasó suficiente tiempo con usted? ¿Tiene preguntas sin respuesta?

8) ¿Qué le impide ir al médico? ¿Las finanzas? ¿Transporte? ¿No confía en los médicos? Explique.

9) ¿Ha tenido alguna experiencia negativa con su médico o proveedor de la salud? Si su respuesta fué afirmativa, describa en detalle

10) ¿Siente que hay suficientes recursos de salud o equipamiento en su area? Por favor describa

11) ¿Como sería su visita ideal en la oficina del doctor? ¿Explique?