

Susana Ramos

Secondary User



Who is Susana?

“Wondering about being a translator.”

Susana is a first-year community college student living in Gervais, OR. She is in good health. She does not seek healthcare for herself or others, although she will look up specific information about symptoms through a Google search. A prior visit to urgent care for an injury was upsetting due to there being no one who could translate for her.

Why is Susana visiting the OHSU website?

Susana's poor experience with the urgent care clinic has made her both resistant to accessing services while also sparking an interest in reforming them. She wants to know about whether clinics make translation a priority for their non-English speaking patients. She is investigating OHSU's language services.

Computer Experience?

High

Preferred device(s):



Internet Search Comfort:



Zoom comfort level:



Relationship with OHSU Website

Received Care at OHSU?

No

Visit frequency:

Never

Most commonly searched healthcare information:

Symptoms

Content Engagement & Navigation Experience

Translation tool use:

MS Translator for Android

Issues faced:

Low information literacy skills

Comfort with accessing healthcare information:



Personal Information

Age: 19

Languages: Spanish,
English

English Fluency: Moderate

Occupation: Student

Highest Degree Earned:

High School Diploma