

OPEN PEER REVIEW

Understanding the Challenges of Language Barriers in Healthcare

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1. Round 1

1.1. Reviewer 1

Reviewer:

"Agyemang-Duah Pehrah and Pehrah (2019) highlighted that poor older people in Ghana often face significant barriers to accessing formal healthcare, including language issues..." - This section would benefit from a more detailed explanation of the specific language issues faced and how they were identified in the study.

"Ali and Watson (2018) emphasized that language barriers hinder the provision of care to patients with limited English proficiency..." - Clarify how these barriers specifically affect patient outcomes and healthcare efficiency, providing specific examples if possible.

"The study included 27 participants comprising a diverse group of healthcare professionals and patients." - The sample size is relatively small. Discuss the potential limitations this may have on the generalizability of the findings.

"The emotional toll on both patients and healthcare providers was evident." - Include more direct quotes from participants to illustrate the emotional impact of language barriers.

"Language barriers increased the risk of medication errors such as incorrect dosages and wrong medications." - Detail specific incidents or case studies to illustrate how these errors occurred.

"Limited access to telehealth services and technical difficulties were significant barriers." - Provide more information on the types of technical difficulties encountered and any potential solutions discussed by participants.

"Religious practices and dietary restrictions sometimes clashed with medical advice..." - Offer more specific examples of these clashes and how they were resolved or could be better managed.

"Institutional policies often lacked clear guidelines for managing language barriers..." - Propose specific policy changes or guidelines that could help institutions better manage language barriers.

Authors revised the manuscript and uploaded the document.

1.2. Reviewer 2

Reviewer:

"Chen Youdelman and Brooks (2007) discussed the legal requirements for language access in healthcare..." - Include more details about these legal requirements and the challenges in implementing them, perhaps with examples from different healthcare systems.

"Participants were selected through purposive sampling to ensure a range of perspectives..." - Provide more details on the criteria used for purposive sampling and how it ensured a representative range of perspectives.

"An interview guide was developed based on existing literature and refined through pilot testing." - Include a summary or key points from the interview guide to give readers a better understanding of the questions posed to participants.

"NVivo facilitated the organization and coding of the qualitative data, allowing for systematic identification of themes and patterns." - Consider adding a brief description of the specific coding process used in NVivo and how it contributed to the reliability of the findings.

"Misunderstandings due to language barriers were a recurrent theme often leading to incorrect diagnoses and treatment errors." - Suggest strategies or interventions that could specifically address these misunderstandings.

"Compromised consent where patients did not fully understand medical procedures was another critical issue." - Discuss how healthcare providers can ensure informed consent is truly informed, perhaps by implementing standardized procedures or using visual aids.

Authors revised the manuscript and uploaded the document.

2. Revised

Editor's decision: Accepted.

Editor in Chief's decision: Accepted.