

**Communication Challenges Experienced in Lesotho Clinics  
Where Physicians Limitedly Speak both the Community  
Language and Lingua Franca**

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**KEYWORDS** Doctor-Patient Interactions. Multilingualism. Discordance. Language Barrier

**ABSTRACT** This study was aimed at exploring the challenges experienced by healthcare providers and patients in two clinics in Lesotho, staffed with physicians who limitedly speak both the community language and the lingua franca. Using a case study approach, semi-structured interviews, focus group discussions and observations were used to collect participants' experiences in consultations. Thematic content analysis was used to analyse the data. The results show that all groups of participants experience challenges with communication in the consultation. Doctors and patients cannot be certain of the accuracy of the information, while interpreters find the role as burdensome and challenging. These challenges emanate from the triadic nature of consultations and physicians' limited knowledge of both the community culture and language. The study concluded that language discordant consultations are problematic, so there is a need for formal provision of language services in multilingual health centres.