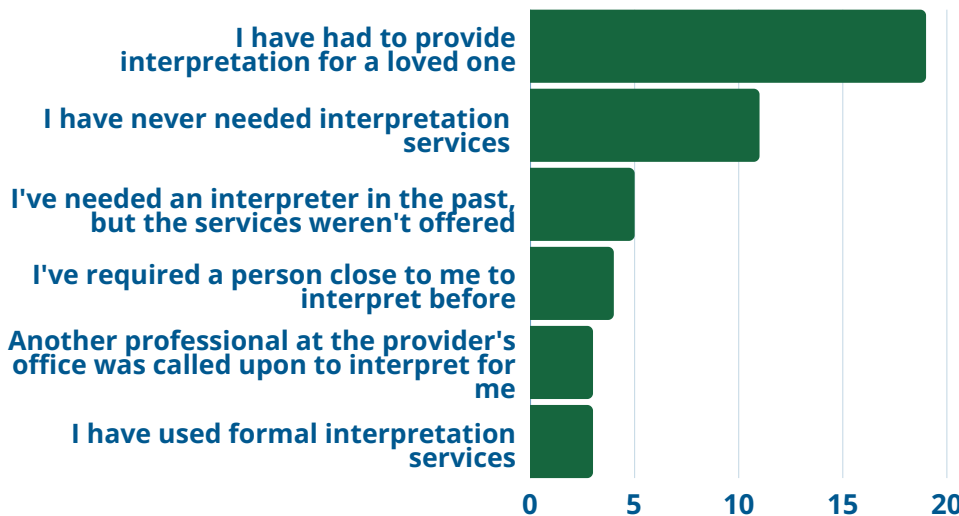


The Question of the Month of March - Results

What is your experience with interpretation in a healthcare context?

Access to professional interpreting services is associated with improved communication, better use of care, better clinical outcomes and improved satisfaction with care. The use of untrained interpreters, including family members, increases errors of omission, substitutions, intentional changes and additions.

31 people answered the question on interpretation.



61% of respondents indicated that they had interpreted for someone close to them, and 48% stated that they had required an interpreter in the past. Only 9% of respondents who indicated a need for an interpreter used formal interpretation services, and an alarming 16% of respondents were unable to access services when they needed them.

Access to interpretation services may vary depending on the healthcare provider. Most hospitals have a formal interpretation service. Unfortunately, this service is not offered systematically and often needs to be requested to be accessed.

L'Accueil francophone de Thunder Bay offers interpretation services in the Northwest and Algoma regions, visit: www.accueilfrancophone.com



LE RÉSEAU DU MIEUX-ÊTRE
FRANCOPHONE
DU NORD DE L'ONTARIO

