

# Removing Health Care Barriers for Refugees: Provincial Language Service

## For Health Practitioners

They provide trained interpreters in more than 150 languages in communities across British Columbia for many different types of health care appointments.



What is the Provincial Language Service?



## What you need to know!

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### WHO are professional health care interpreters?

1. They are trained and fluent in their language and interpreting skills, and also trained in the health care system, and can help clients to communicate effectively.
2. They follow the rules of confidentiality, accuracy and impartiality.

\*Health care interpreters are not counsellors or advisors, but they understand the health care system, and can help clients and health care providers communicate effectively, efficiently and accurately.

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### WHY are interpreters important for refugees accessing health care?

1. Many refugees who do not speak English fluently need support to adequately communicate with and understand health care providers.
2. Some refugees may rely on the help of their friends or family for health care appointments. This is often not the best choice because:
  - a. Sometimes friends and family are busy and can't help, their English may not be that good, or perhaps they don't understand the system.
  - b. There will be no privacy and confidentiality.

**Need to book an interpreter for your patient now?  
On-demand over the phone interpreting is available:**

**Phone: 604-297-8400**  
**Toll-free: 1-877-BC TALKS (228-2557)**  
**Select option 1**



**Need to book an in-person interpreter for a future appointment?  
Complete the Provincial Language Services Form.**

**For more information, visit the Provincial Health Services website.**

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