

# Clear communication in health care – we all win.

**A Business Case for Quality French-Language Health Care  
Translation-Interpretation and Navigation Services as Transitional Solutions.**


*Submitted to:*

**Les réseaux santé – Partenariat Communauté en santé du Yukon (PSC)  
and le Réseau Santé en Français de Terre-Neuve-et-Labrador (RSFTNL)**



*By*

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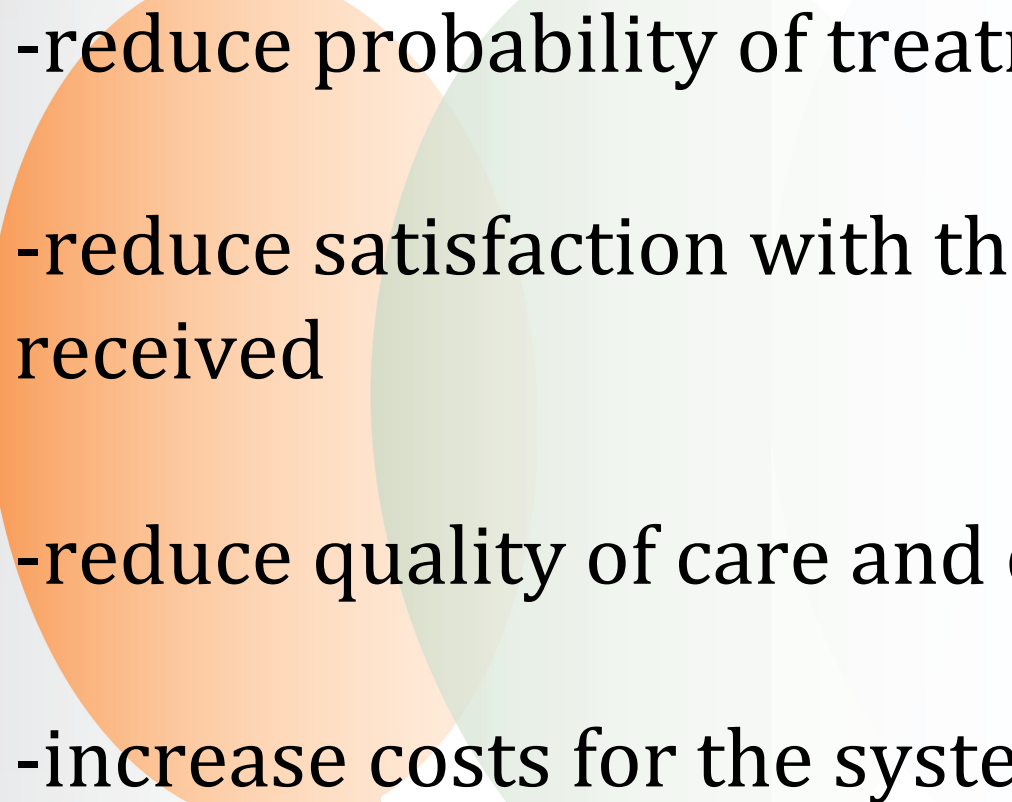


Many reports, studies and research projects prove that in health care, clear communication is a win win situation.

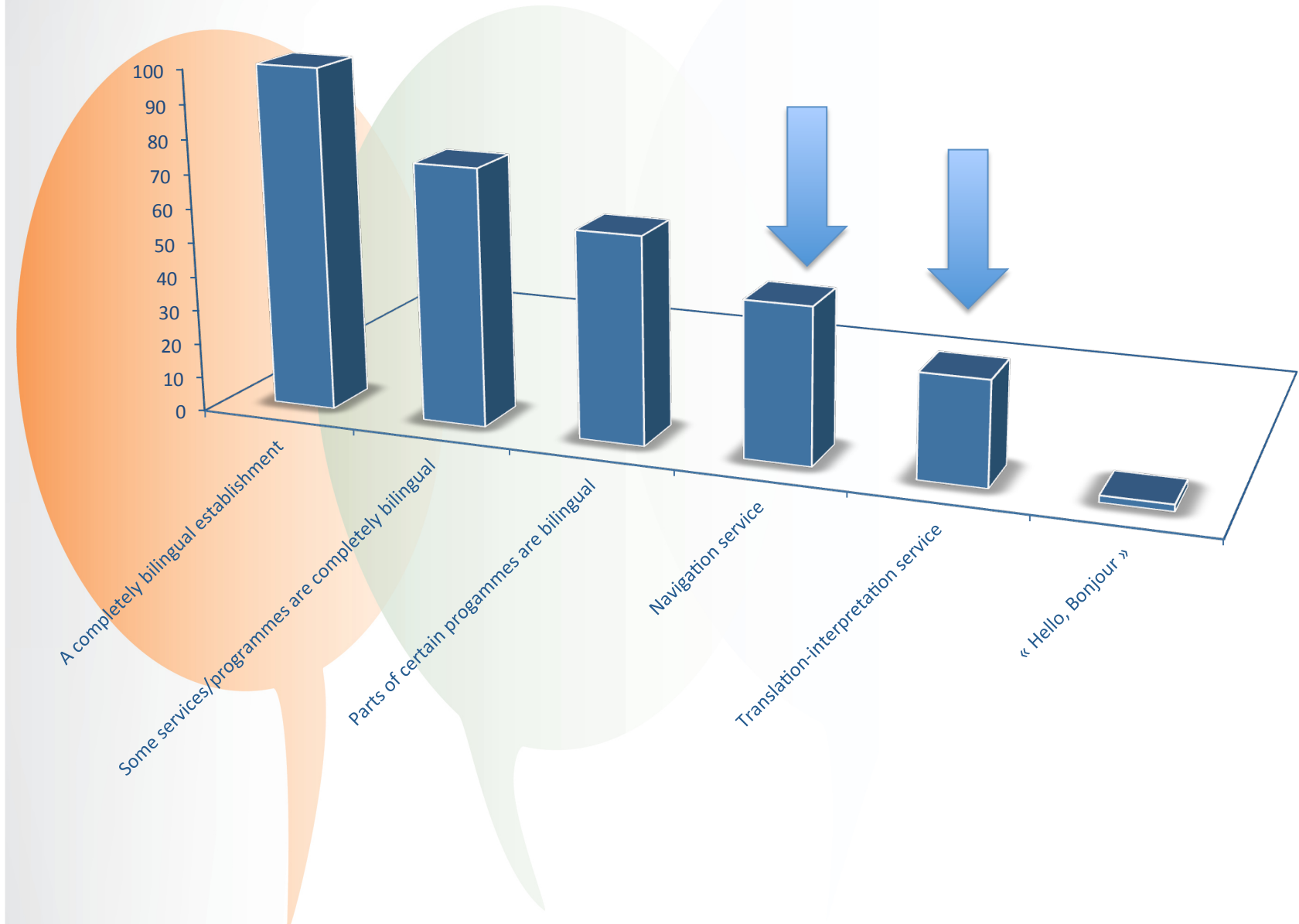
In Canada, between 50% and 55% of Francophones in minority communities often have little or no access to health services in their mother tongue.

# Language barriers:

- reduce recourse to preventive services
- increase:
  - consultation time
  - the number of diagnostic tests
  - the likelihood of diagnostic and treatment errors

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- reduce probability of treatment compliance
  - reduce satisfaction with the care and services received
  - reduce quality of care and outcomes
  - increase costs for the system

# But a range of solutions exists:





In Newfoundland and Labrador and the Yukon, translation-interpretation and navigation can be transitory solutions.

- Translation-interpretation allows for a bilingual person to serve as an interpreter and intermediary between the health professionals and the client/patient.

- Navigation helps the client navigate the complex world of health services.




But translation-interpretation especially,  
does present certain risks.

- the interpreter may not translate everything or makes mistakes
- the interpreter may hold back information
- inversion of family roles
- breach of privacy
- etc.

To avoid these and many more problems, translation-interpretation as well as navigation services must follow precise rules:

- Family members and friends should not generally be used as interpreters.
- Only trained interpreters are acceptable.
- The procedure for access to services is clearly specified and known.
- Care providers are trained to work with interpreters.
- The job profile of interpreter must be recognized.
- A process for the assessment of interpreting services is established.





A good translation-interpretation and navigation service represents a step in the right direction in order to provide Francophones in minority situations better access to health care in their mother tongue.

The real issue:  
quality of services.



Partenariat  
communauté  
en santé (PCS)