



Pilot Project – For a limited time family doctors have access to telephone interpreting services at no cost to patients and families

The Ministry of Health and Provincial Health Services Authority are supporting improved patient-provider communication through telephone interpreting services in family practices.

This primary care pilot project, which began October 1, 2017, and may run for a full year, will assist in determining the demand for interpreting services to support patient care in family practices across B.C.

Family doctors and other healthcare professionals on the family practice team can access phone interpreters via a dedicated toll-free number. The service does not require pre-booking. Doctors' offices simply call the number when in need of language assistance. Interpreters are available on-demand.

This is an important step forward in ensuring patient confidentiality. Similar to the family of English speaking patients, the family of limited and non-English speaking patients will no longer need to act as a language bridge.

Interpreting in over 240 languages is available through this service.

For a list of languages, best practice information, and other details on interpreting services visit the Provincial Language Service website: <http://www.phsa.ca/health-professionals/professional-resources/interpreting-services>

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Note: This pilot service is strictly for general practitioners and does not extend to specialists' offices.