



LANGUAGE INTERPRETATION SERVICES

- Prince Edward Island’s population includes people who speak many different languages.
- Patients who cannot speak or understand English or French experience 30% more harmful patient safety incidents than those that can (CIHI).
- Communication barriers in healthcare can lead to risks such as missed appointments, incorrect preparation for appointments/procedures, medication errors, and misunderstandings about consent to treatment.
- Accreditation Canada requires organizations to provide a “People-Centered Care Philosophy and Approach” including ensuring patients can understand and participate in their care.
- Health PEI provides 24/7 language interpretation services to support communication between patients, families and healthcare providers.



HOW TO ACCESS:

- **Access Language Services (ALS)** allows Health PEI staff and physicians access to 24/7 phone-based and pre-booked video language interpretation support.
- Interpretation services can be pre-scheduled (for existing appointments or non-urgent requests) or accessed during emergencies or time-sensitive requests.
- For additional information, visit the Staff Resource Centre: [Health PEI Language Interpretation](#)
- The Health PEI *Language Interpretation* policy is currently being reviewed and updated.



Please contact *Jennifer LaRosa, Director of Policy, Planning and Evaluation*, for more information.