

HOW CAN YOU MAKE A FRANCOPHONE'S HEALTH CARE EXPERIENCE BETTER?

C'est...

SIMPLE COMME BONJOUR

If you speak French, you may wish to make an Active Offer of service in French by greeting your patients in person or on the phone by saying Hello / Bonjour. Carry on in the language your patient chooses.

Your French is not advanced?

After some small talk to put your patient at ease, switch to English.

Your French is advanced, but you don't know your medical terminology in French?

Use the English term, but explain it in French.

Want to improve your French?

Contact WRHA French Language Services or go to our intranet site to see options available to you.

Bonjour
Hello

Designated bilingual employees are required to make an Active Offer



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé