

WRHA Language Access Interpreter Services Flow Chart



Potential need for interpreter recognized:
 "In what language do you prefer to receive your care?"

If response is "English":
 No action required

If response is "French":
 Is a Designated Bilingual direct service provider available?

If response is other than "English" or "French":
Make immediate offer of interpreter services:
 "Would you like/prefer services of a trained interpreter?"

No

Yes
 Provide direct service in French

Offer accepted – Confirm language

Offer declined

Language AVAILABLE

Language NOT AVAILABLE

Explain benefits of working with trained interpreter & risks of not doing so, to ensure informed decision (see WRHA Policy 10.40.210 – 3.10)

Call 204-788-8585 (24/7)
 Press 2 – Aboriginal Languages
 Press 3 – Inuit Languages
 Press 4 – Sign Language
Stay on the line for all other languages

Healthcare provider resorts to alternate measures and accesses non-WRHA resources as applicable
Note: charges may apply

Offer declined

WRHA Health Interpreter not available

Discuss with healthcare team noting: WRHA reserves the right to have an WRHA Health Interpreter present to monitor for accuracy/faithfulness, completeness, and impartiality (see WRHA Policy 10.40.210 – 3.10)

Interpreter available & scheduled as requested

When non-WRHA resources are accessed: Healthcare provider ensures that "interpreter" identification is documented (see WRHA Policy 10.40.210 – 4.3)

Request WRHA Health Interpreter Services: See "offer accepted"

Offer declined

Document discussion & final decision