

Program of Access to Health Services and Social Services in the English Language

The goal of the program of access is to provide English speakers with a range of health and social services offered in English that is as comprehensive as possible and as close as possible to the user.

Clear communication between the health care provider and the user is essential to the access, quality and safety of the care and services provided.

Service Offering

The English-speaking population can receive English-language services at the MHI in outpatient clinics and in the emergency department.

Form of Access:

- Provision of English-language services by the hospital staff
- Informal interpreters (bilingual staff members acting as interpreters)