

Interpretation and Translation Services at Nova Scotia Health and IWK Health

- It is important to understand information about your health care. Language barriers can cause confusion, mistakes, or gaps in care.
- Nova Scotia Health and IWK Health offer free interpretation and translation services to help you communicate if:
 - › English is not your first language
 - › You use sign language
- Our goal is to help you understand your health information and feel safe and supported when receiving care.

What is a medical interpreter?

- A **medical interpreter** is a trained professional who helps you and your health care team communicate with each other when you do not speak the same language.
- Medical interpreters:
 - › Interpret everything you and your health care providers say
 - › Help explain health information clearly
 - › **Do not** give opinions or advice
 - › Keep information private and confidential, unless required by law
 - › **Do not** add, change, or leave out information

When can I ask for an interpreter?

- You may request an interpreter for:
 - › Hospital visits
 - › Hospital clinic appointments
 - › Tests, treatments, or procedures
 - › Filling out forms or giving consent

What services are available?

- › Medical interpreter (by video or phone)
- › Medical interpreter (in person)
- › Sign language interpreter (for people who are Deaf or Hard-of-Hearing)

How do I access this service?

- Tell your health care provider, “I need an interpreter.”
 - › They may show you a language identification (I.D.) card to help you choose your language.
 - › There are also resources available throughout each health centre to help you choose your language and the type of interpretation service you are comfortable using.
- If the interpretation option provided does not meet your needs, you may request a different method. A staff member can review the available options with you and help you choose right option for you.
- If you prefer not to use interpretation or translation services, please tell a member of your health care team.

Please note:

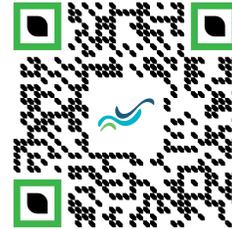
- Your health care team will share some basic information (like your name, your phone number, and the general reason for your visit) when booking an interpreter.
- When you agree to use interpretation services, you are giving implied consent for Nova Scotia Health and IWK Health to keep offering this support to you and/or your support persons.
- Your health care team will document when you use or decline interpreter services.
- **Your care will not be affected if you request interpretation or translation services.**

Translation of written documents

If you are given written information or a form in English and you do not understand it, you can:

- Ask a member of your health care team for pamphlet 2595, *Understanding Health Care Information in Your Language*, scan the QR code below, or visit:
 - › www.nshealth.ca/patient-education-resources/2595

Scan the QR code on your device
(open the camera on your device, point
the camera at the code, and tap the
banner or border that appears)



- Ask for a translated version of the document or ask a member of your health care team for an interpreter to explain the document to you.

What do these services cost?

- **Interpretation and translation services are free.** You will **not** be charged for interpretation or translation services at Nova Scotia Health or IWK Health.

Can I use my family or friends as interpreters?

- We **do not** support the use of family members or friends as interpreters.
- Relying on family members or others to interpret can lead to misinformation or important details being left out.
- Professional medical interpreters are trained in medical terms, stay neutral (do not give opinions or advice), and keep any information you have shared confidential. This is to keep you safe, understood, and respected.

Looking for more information?

- Ask your health care team about the language services available to you.

You have the right to respectful care that considers your language and culture.

We are here to help you understand.
Your health matters.
Your voice matters.
Language should never be a barrier to your care.

This pamphlet is for educational purposes only. It is not intended to replace the advice or professional judgment of a health care provider. The information may not apply to all situations. If you have any questions, please ask your health care provider.

Find all patient education resources here:
www.nshealth.ca/patient-education-resources

Connect with a registered nurse in Nova Scotia any time:
Call 811 or visit: <https://811.novascotia.ca>

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