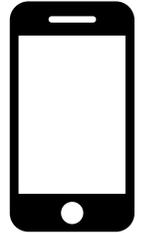


Understanding Health Care Information in Your Language

Calling

If you do not speak English but need to call a Nova Scotia Health facility (like a hospital or a clinic) or IWK Health, follow these instructions on how to access a interpreter over the phone.



1. Call the phone number of the health care facility.

When someone answers:

- Tell them you would like an interpreter, using the English word ‘interpreter’.
- Staff will ask you what language you want to use.
 - › For example, they may ask, ‘language?’
- Tell them what language you speak.
 - › They will not try to guess which language you speak.
 - › They will not hang up.
- They will tell you that they are getting an interpreter for you by saying ‘calling interpreter’ or ‘please wait’.
 - › You may have to wait for the interpreter to join the call.
- Once the interpreter joins, you will be notified and you will be able to talk with a member of the health care team.

If there is no answer:

- Health care staff will ask you to leave a voicemail message with:
 - › Your full name
 - › Your phone number
 - › Your language
- The health care team will call you back using an interpreter.

Important:

- Talk clearly and slowly.
 - Learn how to say the English words:
 - › Your language, for example: 'French'
 - › Your phone number, for example: '902-____-____'
- This will help the health care team help you.

Translating written information (like emails or letters)

Online translation tools

- Copy and paste text into a translation tool (like Google Translate, Microsoft Translate).
 - › These tools can help you translate text from English to your language, and from your language to English.
 - › **Do not** enter information like your name, date of birth, or address.
- Most email tools can also translate emails.
 - › On a computer, open an email. Select the more options (3 dots) button in the top left of the email, then select 'Translate'.
 - › On a touch-screen device (like a smartphone), select the text you want translated. Tap the right arrow to see more options, then choose 'Translate.'

Translation apps

- Download a translation app (like Google Translate or Apple Translate).
- With some apps, you can translate English text into your language simply by pointing your smartphone camera at the text.
- **Do not** enter or scan information like your name, date of birth, or address.

Ask someone you trust

- Ask a family member, a friend, or a caregiver who speaks English well to translate written information for you.

- Electronic and/or AI (artificial intelligence) translations may not always be correct.
- If you do not understand something or it is very important, ask a member of your health care team using a translator.
- Remember, **do not** upload confidential information about yourself or someone else into AI tools, for your own safety and protection.

Visit the Nova Scotia Health and IWK Health websites in your language

- Even if your browser is set to another language, you can still find the Nova Scotia Health and IWK Health websites at:
 - › www.nshealth.ca
 - › www.iwkhealth.ca
- Look for the Nova Scotia Health or IWK Health logo to make sure you are on the official website.

Translating the Nova Scotia Health and IWK Health websites

To translate the Nova Scotia Health and IWK Health websites using your internet browser:

- **Google Chrome:**
 - › Right-click anywhere on the page and select ‘Translate to [your language]’. To set your preferred language, change your browser settings. Choose ‘Translate’ from the list that appears, then ‘Choose another language’.
 - › On a touch-screen device, tap anywhere until setting options appear. Tap the right arrow to see more options, then choose ‘Google Translate.’
- **Microsoft Edge:**
 - › Right-click anywhere on the page and select ‘Translate to [your language]’. To set your preferred language, change your browser settings. Under ‘Languages’, find or add your language and choose ‘Display Microsoft Edge in this language’ or ‘Offer to translate pages in this language’.
 - › On a touch-screen device, tap the 3-line icon (hamburger menu) and select ‘Settings’ from the options. Then choose ‘Languages’.

- **Safari:**

- › Select 'Translate' in the address bar (available for some languages).

or

- › On a touch-screen device, tap anywhere until setting options appear.

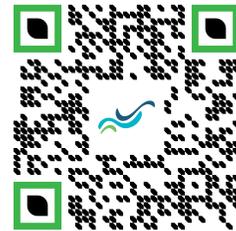
- Tap the right arrow to see more options, then choose 'Translate'. A list of available languages will appear. Choose your preferred language.

- If you have questions or do not understand something, ask a member of your health care team about interpreter services.

- For more information, ask for pamphlet 2594, *Interpretation and Translation Services at Nova Scotia Health and IWK Health*, scan the QR code below, or visit:

- › www.nshealth.ca/patient-education-resources/2594

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)



Your understanding is important to us.

Please tell us how we can support you.

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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