SERVICE IN FRENCH IT MATTERS!

Je n'en peux plus. J'ai mal au **coeur**...je ne sais quoi faire...

Coeur? I think that means heart. Are you having heart pains?

THE PATIENT IS NOT HAVING HEART PAINS.

This patient risks being misdiagnosed.

Could you **describe** the pain for me?

It's like...une flèche dans la poitrine... very hot burns... **I can't** describe it in English... Ça fait mal! Je peux à peine respirer...

THIS PATIENT COULD BE HAVING A HEART ATTACK.

Patients often revert to their mother tongue when in pain.

Vos **symptômes** indiquent que.... Voici ce qu'il faut faire...

Je **comprends** parfaitement. Je vais suivre vos conseils. Merci!

BOTH PATIENT & HEALTH CARE PROVIDER ARE BILINGUAL.

Compliance usually increases when patients communicate in their own language.

The **WRHA** hires French/English **bilingual staff** to ensure Winnipeg's francophones and our health care providers can communicate together effectively.

Bonjour
Hello

Winnipeg Regional Health Authority — *Caring for Health*
Office régional de la santé de Winnipeg — *À l'écoute de notre santé*

FRENCH LANGUAGE SERVICES - FIND US ON INSITE