

Welcome!

The Calgary Health Region is committed to providing health services and information for everyone within our Region. Do you have trouble getting health information or health services because you do not speak or understand English well?

We can help! HealthLink, Certified Health Care Interpreters and Translated Health Information can make the process of getting health information and services easier.

HealthLink

HealthLink is a health information and advice telephone service provided by the Calgary Health Region. Operated by nurses, it is a free service available 24 hours per day, seven days a week. You can call HealthLink to get information about health concerns that you have. Some examples of questions that you have might be:

“I am new to Canada. How do I find a family physician?”

“It is 4 in the morning and my baby has a fever. Should I give her medication or take her to the emergency room?”

“I just starting taking a new medication and now I have a rash all over my body. What should I do?”

HealthLink can provide you with answers to these and other questions you might have about your health.

You don't have to worry about communicating in your first language - HealthLink is available to Calgary's Arabic community. By calling 403-943-5465, you will be able to speak to a HealthLink nurse through a phone interpreter in your own language. HealthLink and phone interpreters break down the communication barriers and help people get the information they need.

When you phone HealthLink you will first hear a recorded message in English explaining the service. Do not hang up the phone - wait on the line and a nurse will speak to you soon. When a nurse comes on the line, all you need to do is to state the name of the language you speak in English - for example, “Arabic.” Do not hang up as a phone interpreter will be arranged for you so you can explain your symptoms or situation in your first language. The interpreter will help the nurse understand your situation and they will then interpret advice from the nurse about what you should do – including things that can be done safely at home or when to be seen by a doctor.

INTERPRETATION AND TRANSLATION SERVICES

The vision of Interpretation and Translation Services is to meet the language communication needs of Alberta Health Services' culturally and linguistically diverse patient population. The goal is to provide effective, coordinated, equitable, and operationally efficient interpretation and translation services that enhance communication between the Alberta Health Services' patients and clients and health care providers.

Certified Health Care Interpreters

This is where interpreters can help. Interpretation and Translation Services has interpreters who speak Arabic. Interpreters can assist you when you need to go to the hospital or one of the community health centres - or when you need home care.

You will need to ask your healthcare provider to arrange an interpreter for you. Tell a Calgary Health Region staff member what language you speak or hand them your “I speak” card if you have one. An interpreter will then be arranged for you. If you do not have an “I speak” card, please call 403-944-0202 and we will send you one. It’s a good idea to carry your “I speak” card along with your Alberta Health Card in your wallet/purse.

This card says “I Speak: Arabic. Please arrange for an interpreter”



While a friend or family member might be able to help you in other situations, they may find it difficult to interpret medical terminology.

By using a trained interpreter, you can avoid misinterpretation – all at no cost to you. As well, your privacy is very important - our interpreters will keep all information confidential.

Even if an interpreter cannot be arranged immediately in person, Interpretation and Translation services will provide over-the-phone interpretation. Over the phone interpretation is also an option when no interpreters are available for on-site interpretation. For people using American Sign Language, interpretation service is also available for them.

The cost for an interpreter is covered by Interpretation and Translation Services.