

Improving communication between patients and healthcare providers continues to be one of the main goals of the *Réseau Santé en français de la Saskatchewan.*

To request a Health Accompanateur, contact us at 1-844-437-0373

This service is free and confidential

↻ **This is not an emergency service** ↻



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HEALTH ACCOMPAGNATEUR SERVICE

To accompany Francophone patients in the Saskatchewan healthcare system



A core service of the *Réseau Santé en français de la Saskatchewan*

Réseau Santé en français de la Saskatchewan 

The Health Accompagnateur Service

This is a service established by the *Réseau Santé en français de la Saskatchewan (RSFS)* to assist Francophones who need a guide and interpretation services in their healthcare journey.

Health Accompagnateurs

The role of the Health Accompagnateur is to guide the patient through the healthcare system and act as an interpreter in meetings with various healthcare providers: doctors, pharmacists, lab technicians, nurses, therapists, etc.

Most of them are volunteers who speak French and English fluently.

To ensure that their work respects the principles of integrity and confidentiality, Accompagnateurs have received training in interpretation, their role as Accompagnateurs, the code of ethics, the healthcare system, and medical terminology.

Why Do We Need a Health Accompagnateur Service?

- With few exceptions, all front-line services in healthcare facilities are provided in English;
- Good mutual understanding between patients and healthcare providers ensures patient safety and quality of care, as well as the informed consent of those receiving care;
- It is easier for someone in a vulnerable situation, such as an appointment with a health professional, to receive services in their first language.

French as a Language of Communication

- Fransaskois seniors (60% of the Francophone population) are in the situation where they need to use French;



- The language barrier means that a quarter of newcomers do not have a family doctor or avoid making any medical appointments because of the difficulty they have explaining their health problems to Anglophone doctors and understanding their explanations.

Where Is the Health Accompagnateur Service Available?

In the cities of Saskatoon, Regina and Prince Albert.

How Do You Access the Service?

When you call 1-844-437-0373, the coordinator will explain the procedure and will put you in contact with a Health Accompagnateur.