

Voyce Translation Service Ensures That Pembroke Regional Hospital Patients Have Access To Health Care Services In Their Language Of Choice

FOR IMMEDIATE RELEASE

January 29, 2025

As part of its work to ensure that our community's increasingly diverse patient population has access to health care in their language of choice, the Pembroke Regional Hospital is now using the Voyce Translation System to support those in need.

Voyce is a live, on-demand interpretation service with access to more than 2,000 qualified professional interpreters who speak more than 240 languages, including American Sign Language (ASL). Available 24/7 with an average connection time of less than 30 seconds, Voyce links patients and their care teams with an interpreter through video or audio calls, making it possible to provide accurate and effective communication during every step of their health care journey.

"Ensuring that our patients receive services in the language they understand is essential to delivering safe and effective care," said Pembroke Regional Hospital President and CEO Sabine Mersmann. "With the use of Voyce, we are able to improve communication at every interaction so that our patients feel understood and supported, particularly during times of high stress or vulnerability."

Mrs. Mersmann added that language barriers can lead to a number of challenges including how concerns and symptoms are conveyed, and how medical terminology is interpreted, all of which can lead to misunderstandings and frustration.

Using Voyce and interpreters who are trained in medical terminology, helps ensure that our patients fully understand their medical condition, treatment options, and care plan – all of which leads to better outcomes and greater peace of mind.

The use of Voyce complements the hospital's access to staff and physicians who speak other languages and are willing and able to assist with translation and communication with patients and their families during their hospital experience.

While the Voyce system can't replace the value of in-person human connection, having this service available represents another step forward in improvement of the patient experience.

"At a time when people are sick and worried about the outcome of their visit, it's our hope that providing the information in their preferred language will provide some comfort," Mrs. Mersmann said.

The Voyce Translation Service is available 24/7 hospital-wide. Patients and families who would like to receive services in their language of choice can request this from their care team.

FOR MORE INFORMATION, PLEASE CONTACT:

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