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WWW.TRAVEL4HEALTH.CA

A website created to support English-speaking patients from eastern regions in Quebec traveling away from home for medical services

Quebec City, Quebec, August 29, 2017— Several members of the Community Health and Social Services Network have developed a website (<https://www.travel4health.ca/>) to provide information and support to English-speaking patients who have to travel away from home for medical services.

Patients from the eastern regions of Quebec (Gaspésie-Îles-de-la-Madeleine, Bas-St-Laurent, Côte-Nord) must often travel to larger centres—such as Quebec City, Rimouski, Sept-Îles and elsewhere— for some specialized medical services that are unavailable in their regions.

The regional English-speaking community organizations realized that this can be a difficult experience for English speakers, some of whom are unfamiliar with these larger centres and their hospitals, and

may be not sufficiently bilingual to communicate effectively when it comes to medical vocabulary and when under stress.

In order to better document the situation, community-based action research was carried out from 2015 to 2017, through surveys, focus groups and individual interviews. The results of this study pointed to the need for information to help patients and their loved ones prepare for their trip and navigate the cities and their hospitals. That information has been gathered together on the website, and hard-copy booklets have also been printed for the organizations to hand out to those who prefer to have a paper copy. Those “toolkits” can also be downloaded from the website and printed, if desired.

The information is organized in the following categories: preparing for your trip, local services and support (by region of departure Lower North Shore, North Shore, Lower Saint-Lawrence, Magdalen Islands, Gaspé Coast), information for each destination (by hospital and city Quebec City, Rimouski, Sept-Îles + Baie-Comeau, Chicoutimi, Chandler, Blanc-Sablon), information and advice for the stay at the hospital, information and advice before returning home, cost and refunds, and downloads .

The website is available in both English and French, as are the booklets (toolkits), as this network works closely with Francophone service providers who may also benefit from this source of centralized information. In addition, many patients have French-speaking family members who will also be able to find the relevant information for their loved one. It is hoped that this source of information will improve the experience for “travelling 4 health” away from home for both English speakers and the general population of Quebec’s eastern regions.

If you would like more information about this topic, please contact any of the following persons:

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