

July 28, 2008

Dear Colleague:

Last April we launched our **Multilingual Health Helplines** in five languages – Cantonese, Mandarin, Hindi Punjabi and Urdu. The **Helplines** offer clients the following services -

- Find a Doctor
- Answering Health Information Questions
- Community Support & Referral
- Booking an Interpreter for their hospital appointment

The phone has recorded messages in all five languages. Clients' questions will be answered within a week by the appropriate staff.

**Chinese Helpline** **905-848-7398**

**South Asian Helpline** **905-848-7377**

These are not crisis lines. As usual, 911 should be called in case of an emergency

The response to the lines has been good but as you know services such as this require ongoing promotion. As a result of our contact with the community, our website has been enhanced containing access to multilingual information -

[http://www.trilliumhealthcentre.org/health/search\\_health\\_information/Languagelinkpage.html](http://www.trilliumhealthcentre.org/health/search_health_information/Languagelinkpage.html)

We have included a brochure outlining the services of the Health Information & Wellness Centre as well as a few postcards for the helpline. Please call Agnes at 905-848-7511 if you would like more.

If you have any questions or concerns, please do not hesitate to contact me.

Regards,

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