



Press Release

For immediate distribution

PEI French Health Network encourages Francophone population to use the new 811 Telehealth Service available in French

WELLINGTON (PEI) – October 22, 2013 – On September 24, the Minister of Health and Wellness, Doug Currie, announced a new 811 telephone service giving Islanders easy access to non-emergency health advice and information. The PEI French Health Network (PEIFLN) encourages the Acadian and Francophone population of Prince Edward Island to take advantage of this new service available in French.

By dialing 811, Islanders can talk to a registered nurse for health advice when and where they need it, 24 hours a day, seven days a week. The 811 service offers callers professional health care support in the comfort of their homes.

Through 811, an experienced registered nurse will provide advice and information, help callers navigate the health care system and direct them to the appropriate type of care. The advice could include a recommendation to see a doctor, to go to an emergency department or other self care options.

The Network would like to congratulate Health PEI for the implementation of this new service. “We are pleased to learn that the registered nurses who will be taking the calls speak French and English, which, in our opinion, will considerably help eliminate the language barriers and facilitate communication between the patient/client and the health professional,” said Élise Arsenault, Executive Director of the PEIFHN.

To learn more about 811 and for general health information, visit healthpei.ca/811.

The PEI French Health Network is a non-profit organization that collaborates with various partners in order to improve access to quality French-language health services and programs for Prince Edward Island’s Acadian and Francophone population. The organization brings together representatives from target community groups, educational facilities, health professionals, health service managers and the provincial government. It is also one of 17 networks that make up the Société Santé en français.

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