



News Release

For Immediate Release

Service is of utmost importance for Megan Arsenault

SUMMERSIDE, PEI, November 24, 2017 – The purpose of the PEI French Health Network’s Étoile Santé campaign is to promote, recruit and make people aware of health professionals who offer French-language services on Prince Edward Island. The Health Network is pleased to announce that this month’s Étoile Santé is bilingual medical administrative assistant Megan Arsenault.

Megan has been employed as a bilingual medical administrative assistant at the Harbourside Health Centre in Summerside for about a year now. Originally from St. Edward, this Westisle Composite High School graduate completed the Medical Administrative Assistant program at CompuCollege.

“I was in French immersion at school. I did my medical secretary course in English, and for eight years after that, I worked at the Summerside Animal Hospital, mostly in English,” indicated the young woman. “When I saw that they were looking for a bilingual medical secretary at the Harbourside Health Centre, I decided to apply. It’s a designated bilingual position, and I always have the little *Français/English* sign on my desk. I want to practise my French. I listen to the radio in French, I read in French, and I have been taking evening French classes since I started working here.”

Megan realizes that people hesitate to speak to her in French, so she actively offers bilingual services. “I know that being served in the language of their choice can make a big difference for those who have health-related questions.” She gives the example of a young woman who was going through a difficult health situation. “When I started talking French to her, she instantly became calmer. It was like a completely different person,” recalls the bilingual assistant.

One of Megan’s many tasks is to set up appointments for clients. Thanks to the new health card functionality, a client’s preferred language appears on the card, and is registered in his or her file. If clients have indicated wanting to be spoken to in French, Megan speaks French to them.

This respect for the language of choice, registered in a client’s file, resulted in Megan being named an Étoile Santé, as part of the PEI French Health Network’s campaign.

Megan Arsenault’s contact information can be found in the bilingual service provider directory at www.santeipe.ca/repertoire. Anyone can nominate health professionals who actively offer French language health services in Prince Edward Island for a chance to win \$500. For more information on the

Étoile Santé campaign or to nominate someone directly on the PEIFHN's Web site, go to www.santeipe.ca.

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 16 networks that make up the Société Santé en français. The PEI French Health Network is funded by Health Canada within the framework of the Roadmap for Canada's Official Languages 2013–2018: Education, Immigration, Communities.

-30-

Photo: Megan Arsenault

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