



MCIS is a leading language service provider which works with a variety of hospitals, clinics and community care access centres. In this edition of our monthly newsletter, we are featuring The Ottawa Hospital to highlight how it creates a positive social impact using our services.

How do you help communities in your area?

The Ottawa Hospital (TOH) consists of three campuses which, during the year 2016-17, received over 170,000 emergency department visits, over 50,000 admissions, over 1,000,000 ambulatory care, and almost 50,000 surgical cases while delivering over 6,000 babies. These numbers alone make TOH the busiest hospital in the country. This would not be possible without over 12,000 employees, 1,200 volunteers and 1,200 physicians.

We have shared a great partnership. Have our services helped achieve your goals or further your mission and vision in some way? If so, how?

The Ottawa Hospital's vision is to provide each patient with world-class care, exceptional service and compassion we would want for our loved ones. To reach this very end, we must be able to communicate with each of our patients through the language of their choice, be it spoken or sign language.

During 2016-17, TOH made over 8,000 requests for interpreters to come to campuses and meet the health care team and their patients face to face. In doing so, when patients left the hospital, they were better informed about their health condition(s) and what to do when returning home.

What are your future projects and how do you see MCIS helping with the success of these projects?

It is through key partnerships between service providers in the health care sector that patients get better health outcomes. Our goal is to get it right the first time resulting in a longer and healthier life upon discharge. This can only be accomplished through better and accurate communication between the health care team and their patients which is why interpreters provided through MCIS are considered as key members of that health care team.

