

Information on the operation of interpretation services to facilitate ethnic minorities to access services of public hospitals and clinics

It is the Government's policy to promote and protect the health of our community and the public healthcare services are available to all members of the public regardless of their race and ethnic origins. Specific measures have been put in place to facilitate ethnic minorities to access the public healthcare services.

Interpretation services are now available in public hospitals/clinics/health centres under the management of the Hospital Authority (HA) through a service contractor, part-time court interpreters, volunteers and consulate offices. The interpretation service provided by the service contractor covers 16 languages (namely Urdu, Hindi, Punjabi, Nepali, Bahasa Indonesia, Vietnamese, Thai, Korean, Bengali, Japanese, Tagalog, German, French, Spanish, Arabic and Sinhala). For clinics/health centres under the Department of Health, interpretation service for 7 languages (namely Urdu, Hindi, Punjabi, Nepali, Bahasa Indonesia, Thai and Tagalog) are provided. The service is provided on the site or through telephone depending on the needs in each case. Night time interpretation services are also available for some of the abovementioned languages in HA hospitals and clinics.

For scheduled service (such as medical appointment at the specialist and general outpatient clinics), patients may request the hospital/clinic concerned to arrange interpretation service in advance. For non-scheduled service (such as emergency admission at the Accident and Emergency Department), healthcare staff will arrange interpretation service where necessary or upon request of patients.

Food and Health Bureau
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