



Service Priorities and Programmes
Electronic Presentations

Convention ID: 253

Submitting author: Ms K Y CHOW

Post title: Nursing Officer, United Christian Hospital, KEC

Health related information enhancement for non-Cantonese speaking clients

Chow KY(1), Chan WY(2), KY Lee(2), Li P(2), Li KM(2), NC Sin(1), CM Yu(3), Wong YL(4), Tam WS(4)

(1)UCH Q&S, (2)UCH AED, (3)UCH AV Team, (4) UCH SOPD

Keywords:

service for minorities
information/education for
non-Cantonese
trans-departmental effort

Introduction

Comment from a community NGO stating that as medical related information is largely in English and Chinese, non-Cantonese speaking clients, in particular ethnic minorities might miss out on appointment for the simple reason of not understanding. In-patients might find it confusing facing investigations requiring several steps, such as OGTT and 24 hrs urine as well.

Objectives

To enhance the level of understanding in selected common medical information of non-Cantonese speaking clients.

Methodology

To identify areas most in need then to prepare related educational materials, in the formats of videos and pamphlets in multi-languages in advance and distribute via appropriate media, for example, laptop computers, website to suitable clients.

Result

Presently only the videos on 'Introduction of AED' with Cantonese, English and Urdu narratives have been finished and launched at AED waiting hall for public viewing. Informal survey indicated a positive response from the public even for Cantonese speaking clients! Interviewees found the information useful and easy to understand in this format. Videotaping of educational videos on OGTT and 24 hours urine collections have been finished and will be open for in-patients as soon as sound track production in multi-languages is ready. Pamphlet on LMP in 3 languages (Chinese, English and Urdu) has been in use since December 2012.