

CONTACTS

Head of Intercultural Mediation via
Internet and the Social Services
Department at Charleroi UHC

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Charleroi UHC Intercultural mediation department

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Monday to Friday
8:00 a.m. - 4:00 p.m.

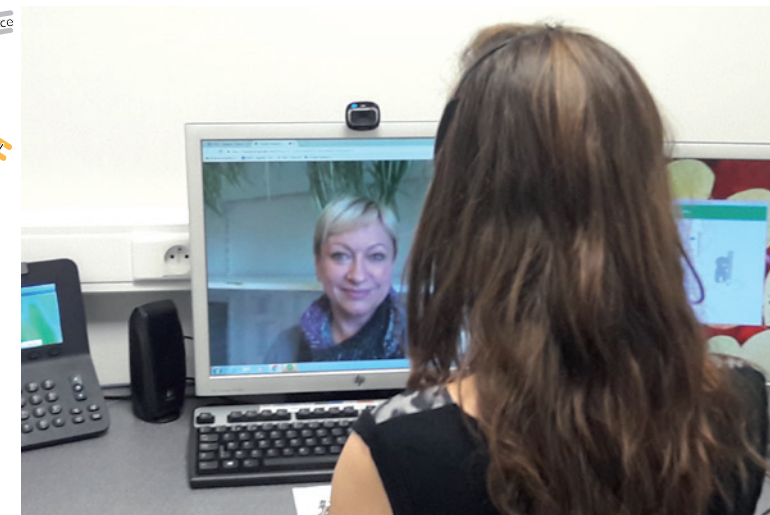
Closed weekends
and public holidays



www.chu-charleroi.be

Charleroi UHC Intercultural mediation department

Do you have difficulty
communicating in foreign
patients' native language?



**The intercultural mediation
service can help you.**



C.H.U. de Charleroi

WHO ARE WE?

We are a team of dynamic intercultural mediators who offer their services at Charleroi UHC sites.

We offer:

Intercultural mediation between patients and doctors within the hospital hospital environment. We translate into the patient's native language during the consultation with the doctor.

For whom?

For all foreign patients who do not speak, or speak only very little, French.

What languages do we offer?

- Arabic
- English
- Spanish
- Italian
- Romanian
- Russian
- Turkish
- Serbo-Croat (Bosnian, Kosovar, ...)
- Sign language
- ...

Where :

At the Hôpital Civil Marie Curie, Vésale, Léonard de Vinci and Vincent Van Gogh sites.

- In the Accident and Emergency Department
- During consultations
- When being admitted to the hospital
- In the Social Services department

WE OFFER 2 LEVELS OF MEDIATION

Mediation via video-conference

On the other hand, via video-conferencing which is carried out between two laptops or with a tablet (iPad). The mediator is present virtually. The video-conference also enables mediation between two hospitals when a mediator is not available, or there is no mediator, at one of the hospitals.

Face-to-face mediation

Face-to-face mediation is desirable when translation needs to be carried out for more than two people at the same time (for example: parents accompanying a child who has been admitted to the hospital, a highly emotional consultation, e.g. life-threatening prognosis) or for complex cases where videoconference translations are not appropriate.

CODE OF ETHICS

- The intercultural mediator must translate everything that is said by the doctor as comprehensively as possible
- The intercultural mediator is subject to professional secrecy
- The intercultural mediator is an objective and neutral partner during the consultation
- The intercultural mediator may interrupt the mediation in situations in which he/she feels threatened by aggression. He/She will subsequently endeavour to find a favourable solution to the situation
- The intercultural mediator may interrupt interpreting services in the event of a conflict of conscience, conflict of interest or in situations in which it is difficult to translate technical terminology.