

Intercultural Mediation

Facilitating Communication in Healthcare

Foyer vzw - Brussels



What We Do

- ✓ Linguistic support, interpreting
- ✓ Culture brokerage
- ✓ Information sessions
with linguistic support
- ✓ Patient support
- ✓ Advocacy



Most requested languages - 2025



Mediation and Digital Health Literacy

Through various projects:



- ✓ Providing targeted and contextualized information
- ✓ Building trust
- ✓ Focus on senior citizens
- ✓ Fighting disinformation
- ✓ Advocating for system change: advice on tools, campaigns, etc.



The Role of Technology in Interpreting



- ✓ Complementary!
- ✓ Technology: cost-effective and accessible to many
- ✓ Difficult to access for certain groups
- ✓ Mediator: addresses deeper barriers, provides support and guidance
→ for complex, difficult cases





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