

**Will you please provide us with information about yourself?**

The information you give us will be treated with respect and used to help us understand who you are, what needs you may have, and how we can provide you with the best care possible.



# Questions?

**Visit:**

[www.hrh.ca/measuring-health-equity/](http://www.hrh.ca/measuring-health-equity/)

or scan the QR code below:



## We Ask Because We Care

Answers to Frequently Asked  
Questions about the Measuring  
Health Equity Survey Initiative

## **Why is the hospital collecting patient demographic data?**

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Our goal is to ensure that every patient has access to the highest quality of healthcare that we can provide.

The information you provide will (1) Tell us who you are (2) Help us plan for services, (3) Help us improve the quality of care for all.

## **Isn't it illegal to ask me these questions?**

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No. On the contrary, the Ontario Human Rights Code encourages the collection of this data for the purpose is to monitor discrimination and promote equity.

## **What are you going to do with my information?**

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Your answers will be used by the hospital to get a picture of who our patients are, plan for services, and ensure we are providing the best care for all. For example:

- 1) This data will allow us to examine whether patient health is impacted by factors such as language, disability, gender, etc.
- 2) This information will be reviewed and used for program development and service training.

Your answers will also help us refer you to services, provide you with information, and tailor care to your needs, whether for language, accessibility, health information, treatment programs, and/or a number of other services and care information.

## **Who can see my information?**

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Your information will be seen by your circle of care and treated with the same level of confidentiality as all other information you share.

In cases of research, the data will only be available in aggregate form; this means that your answers will be grouped with other answers and there will be no way to identify you (i.e. no name, address, insurance info, etc).

## **Why are you asking me about my sexual orientation (or disability, or race,...)?**

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Your answers will help us provide care and information that meets your needs. For example, we can use that information to match you with services, programs, and/or resources you may not have been aware of.

In addition, we know that sometimes people experience discrimination in healthcare. We want to make sure that is not happening here and if it is, we want to correct that.

## **Why are you asking me about my place of birth? Do you think I'm illegal?**

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No, that is not why we are asking. We just want to make sure that no matter where you come from, or what your status is, you get the best care possible.

## **Why do you need to know how much money I earn? Do you report this to any agency?**

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No we don't give your information to anyone. For many patients, knowledge about income will help us inform you about services you may be eligible for and provide support for any unique needs.

Research also tells us that different income groups, especially low-income individuals may experience poorer health or receive a different level of care than higher income people. We don't want this to happen here and we want to know if it is.

## **I'm only here for a quick test/MRI scan/etc. How is this relevant to my care?**

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It is important for us to know who we serve. When we ask, we learn about our patients' diverse needs and what types of supports or services might be helpful. By collecting this information from everyone who walks through our doors, we become better at planning for quality care and patient-centered services.

## **Do I have to participate?**

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No. Participation is completely voluntary.

## **What if there are questions that I don't want to answer?**

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You can refuse to answer any question.