

# Quick Look: Introducing the questions

CHCs in Toronto are collecting social information about our clients to:

Finding out who our clients are to provide **quality care**



Responding is voluntary



Information will be confidential

**Contact info:**

***[insert contact info for support person in organization]***

## What to say when DIRECTLY ASKING QUESTIONS

We have some additional questions here [laminated Qs]....

**Part of an initiative in all Toronto CHCs and hospitals...**

**Will help us know who we serve, provide quality care and best outcomes to all clients...**

We'll go through these questions...

You can answer using numbers instead of words...

Prefer not to answer is an option...

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# INTRODUCTION: 3 KEY MESSAGES

## Purpose

- Find out who we serve
- Identify client needs
- Understand client experiences and outcomes

## Voluntary

- The questions are voluntary
- You can choose 'prefer not to answer' to any/all questions
- Your response will not affect your care

## Confidentiality

- This information will be visible only to your health-care team and protected like all your other health information
- If used in research, this information will be combined with data from all other clients and no one will be able to identify any client

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