

Quick Look: Introducing the Form

CHCs in Toronto are collecting social information about our clients

To find out who our clients are to provide **quality care**



Responding is voluntary



Information will be confidential

What to say when HANDING OFF FORM

- We have some questions for you to answer about yourself
- You can bring the form back with you when we call your name
- Here's a brochure for more information

Instructions for when client hands in form

- If complete: Review the information with client and double checks for missing data
- If unfinished: Check for questions with missing data
- Ask: Do you have any questions?

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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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