

SCRIPTS FOR CHC DATA COLLECTION: General Messages

WHAT CAN A DATA COLLECTOR SAY?	
Question	What does this have to do with my care?
Script	<p>“We want to provide care based on our client needs. We don’t want to make any assumptions about client needs or who our clients are. For example, when we know a client doesn’t speak English, we will obtain interpreter services.”</p> <p>“Having this information gives us an idea of who visits our health centre.”</p> <p>“In some cases, depending on the client and the situation, knowing this information means providing better care. E.g. getting an interpreter for non-English speakers.”</p>
Question	“I’m just here for a quick appointment.”
Script	“This information is for both now and future visits as well”.
Question	This has nothing to do with me - so what if I say (e.g. straight)?
Script	“We ask everyone these questions. Depending on the client’s response, we may be able to refer them to services or talk to them about any needs they have.”
Question	Do I have to answer these questions?
Script	“No, it’s completely voluntary and you can choose ‘Prefer not to answer’ to any or all of the questions.”
Question	Who will see this information?
Script	“Your provider(s) will see this information, and it will become part of your medical record. In addition, a few other staff will have access to this information. Your information is confidential and protected by law, just like all of your other health information.”
Question	How will this information be used?
Script	“Your provider(s) will use this information to help meet your health care needs. In addition, gathering this information from all clients allows the health center to see if there are gaps in care or services across different populations. Learning this tells us if we need to improve the care we give to our clients.”

SCRIPTS FOR CHC DATA COLLECTION: Specific Messages

WHAT CAN A DATA COLLECTOR SAY?	
LANGUAGE: What language would you feel most comfortable speaking in with your health-care provider?	
Script	“Knowing that a client doesn’t feel comfortable speaking English is important to know for translation services.”
BORN IN CANADA: Were you born in Canada?	
Script	<p>“This information will help us understand the experiences of newcomers to Canada. For e.g., do newcomers get the cancer screenings they need?”</p> <p>“We may know about newcomer services that we can refer clients to.”</p>
RACIAL/ETHNIC GROUP: Which of the following best describes your racial or ethnic group?	
Script	<p>“It’s helpful to know because depending on clients’ answers, it can give us information to help improve care such as knowing dietary habits (e.g. is a pregnant client getting the right vitamins?) or identifying a need for follow up tests (e.g. should we look into genetic testing?).”</p> <p>“It’s helpful for us to know because we can use this data to reach out to vulnerable groups we know are missing needed care or tests.”</p>
DISABILITY: Do you have any of the following?	
Script	<p>“We know that clients may need additional support based on a disability so we ask to make sure that we have this information about our clients.”</p> <p>“We can plan for better care when we know what our clients’ needs are. This information will be helpful for that.”</p>
GENDER: What is your gender?	
Script	<p>“We can use this information to plan for medical tests and understand medical results such as blood tests.”</p> <p><i>**“Can’t you see I’m a man?” or “Isn’t it obvious?”**</i></p> <p>“We don’t want to make any assumptions so we ask everyone.”</p> <p><i>**Client laughs or makes jokes about trans people or others.**</i></p> <p>“We ask because we welcome everyone here and don’t want to make assumptions.”</p>

SEXUAL ORIENTATION: What is your sexual orientation?

Script

“Having this data will help us ensure that all clients are getting the best care possible.”

“Learning about sexual orientation will help us to deliver appropriate health services. Some people have different health needs than others.”

“It’s helpful for us to know because we don’t want to assume someone’s sexual orientation when we provide them with care.”

“We like to know in case we can refer clients to LGBQ services and/or programs.”

“I’m the normal one”

“All sexual orientations are normal. Did you mean heterosexual?”

“What is sexual orientation?”

“Sexual orientation is how a person describes their emotional and sexual attraction to others.”

Client laughs or makes jokes about LGBQ people or others.

“Everyone is welcome here and we treat everyone with respect. We don’t make assumptions about our clients.”

INCOME: What was your total family income before taxes last year? & How many people does this income support?

Script

“It’s helpful for us to know because we want to understand the connection between income and health care.”

“Income is used for health care only and not shared with anyone. We ask because we know that income can have an effect on medication planning for some clients. For example, a client may not have housing or may need to explore options for affordable medications.”

“We want to learn about the connection between income and people’s health - having this information will provide us with evidence for this question and help us plan better.”