SCRIPTS FOR DATA COLLECTION: General Messages

WHAT CAN A DATA COLLECTOR SAY?	
Question	**What does this have to do with my care?**
Script	"We want to provide care based on patient needs. We don't want to make any assumptions about patient needs or who our patients are" - e.g. when we know a patient doesn't speak English, we will look at getting interpreter services" "Having this information gives us an idea of who visits our hospital" "In some cases, depending on the patient and the situation, knowing this information means providing better care. E.g. getting an interpreter for non-English speakers"
Question	**"I'm just here for a quick test"**
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 patient'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"

SCRIPTS FOR 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 patient doesn't feel comfortable speaking English is important to know for translation services""
BORN IN CANADA: Were you born in Canada?	
Script	"This information will help us understand the experiences of newcomers to Canada. For e.g., do newcomers get the cancer screenings they need?" "In case we know about newcomer services that we can refer patients to"
RACIAL/ETHNIC GROUP: Which of the following best describes your racial or ethnic group?	
Script	"It's helpful to know because depending on patient answers, it can give us information to help improve care such as knowing dietary habits (e.g. is a pregnant patient getting the right vitamins?) or need for follow up tests (e.g. should look into genetic testing?)." "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"
DISABILITY: Do you have any of the following?	
Script	"We know that patients may need additional support based on a disability so we ask to make sure that we know" "We can plan for better care when we know what our patients needs are. This information will be helpful for that."
GENDER: What is your gender?	
Script	"We can use this information to plan for medical tests and understand medical results such as blood tests. For this or future visits the hospital can use this information for services such as room assignment" **"Can't you see I'm a man?"** "We don't want to make any assumptions so we ask everyone" **Patient laughs or makes jokes about trans or others** We ask because we welcome everyone here and don't want to make assumptions

SEXUAL ORIENTATION: What is your sexual orientation?	
Script	"Having this data will help us ensure that all patients are getting the best care possible" "It's helpful for us to know because we don't want to assume patients' sexual orientation when we provide them with care" "We like to know in case we know about services that we can refer patients to. E.g. LGB services" **"I'm the normal one"** "They are all normal. Did you mean heterosexual?"
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 discharge or medication planning for some patients. For example, patient 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"