Asking Directly

Community Health Centre (CHC) Cheat Sheet

Quick Look: Introducing the Questions

- 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**

Contact info:

[insert contact info for support person in organization]

What to Say When Directly Asking Questions

- We have some additional questions here (laminated questions)….
- 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…

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