Handing off Forms

Community Health Centre (CHC) Cheat Sheet

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?

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