

The information you share with us will be treated with respect and used to help us understand who you are, what your needs are and how we can provide you with the best care possible.

By participating in the survey, you are helping us advance health equity and improve care for everyone.

Questions?

Office of Equity
equity@wchospital.ca

To learn more:



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womenscollegehospital.ca



Frequently
Asked
Questions
and
Answers

We ask
because
we care



2023 HEALTH EQUITY SURVEY

Do I have to answer all the questions?

No. You can choose to answer these questions or not. You can stop answering the questions at any time or ask us to remove your answers at any time. For each question, select the response that best suits you. If you are not comfortable answering a question, please choose the 'prefer not to answer' response.

What happens if I choose not to complete the survey?

Completing the survey is not mandatory, it is optional. Your decision about whether to complete the survey will not affect the care, services, and supports you currently receive at WCH.

Who will see this information?

WCH respects the confidentiality and sensitivity of our patients' personal health information. Survey responses will be shared with Ontario Health in a summary combined with many other patients. Your specific responses will not be identifiable and will not include your name or other personal details when shared with Ontario Health.

Your responses will be viewable by your care team and your responses will be incorporated into your health record. Your health record is handled in accordance with Ontario's health privacy law called the *Personal Health Information Protection Act (PHIPA)*.

I'm new to Canada. Will sharing this information impact my immigration status?

Taking part in this survey will have no impact on your immigration status. We want to make sure that no matter where you come from, or what your immigration status is, you get the best care possible. Additionally, we do not share your individual responses with external organizations.

How do I know that this information will not be used to discriminate against me or my community?

We know that many communities have, and continue to, experience systemic discrimination, inequality, and racism within the healthcare sector. Concerns about your information and how it will be used are important and reflect your experiences. This is also why we are collecting this information. It will allow us to better identify gaps in care, address how systemic barriers are impacting the health of our patients and allow us to improve access to health services. If you have a complaint or concern about your care at WCH, we encourage you to contact our Patient Relations Office at patientrelations@wchospital.ca

We respect the confidentiality and sensitivity of your personal health information. Additionally, your personal information is protected through privacy legislation, specifically the *Personal Health Information Protection Act, 2004*.

How is this information related to healthcare?

WCH is committed to reducing health inequities and providing care for everyone. Factors like a person's ethnicity, race, gender, income, and sexual orientation can impact their access to healthcare and their health. We understand that some questions may feel very personal or private; but by gathering this information we will be better able to reduce inequities in care and improve the services we offer at WCH.

How will completing the survey improve the care I receive?

We will study the results to better understand how factors like language, gender, income, race, and others are linked to health outcomes. These learnings will allow us to develop new programs and improve our services and staff training. This will enhance care for all WCH patients.

Your care team, who will have access to your specific information, may refer you to certain services, provide you with information or identify unique needs you have. For example, interpretation services to receive care in your preferred language or an accommodation for a disability.