We Ask
Because We Care

Answers to questions about why we collect patient demographic information at University Health Network

All hospitals in the central Toronto area are now collecting patient demographic information.

The information you give us will be kept private and used to help us understand:

• Who you are
• What needs you may have
• How we can give you the best care possible
Demographic means information collected about a group of people that helps to describe who they are.

The demographic information that we collect includes:

- Spoken language
- Length of time in Canada
- Race or ethnicity
- Disability
- Gender
- Sexual orientation
- Income

Why is the hospital collecting patient demographic information?
We want to make sure that every patient has access to the highest quality of health care that we can provide. The information will:

1. Tell us who you are.
2. Help us plan for services.
3. Help us improve the quality of care for all.

Why are you asking me these questions?
A team of researchers worked on choosing the right questions to ask. They carefully reviewed information about quality and equitable care. By asking these questions at University Health Network, we will get to know our patients and become better at providing care and services.

Also, sometimes patients experience discrimination in health care settings. We want to make sure that is not happening at University Health Network. If it is, we want to correct that.
Is it legal to ask me these questions?
Yes, the Ontario Human Rights Code strongly encourages organizations to collect and use demographic information so that organizations can keep track of outcomes and promote equity.

What are you going to do with my information?
Your answers will be used by the hospital to:

• Understand who our patients are so we can plan for services.
• Tailor care to your needs, whether for language, accessibility, health information, treatment programs and other services.
• Make sure we are providing the best care for all.

This information will let us study how patient health is impacted by language, disability gender and other factors.

Who can see my information?
We take your privacy very seriously. Only your Health Care Team will see the information. It will be treated with the same privacy as all other information you share.

If used in research, the information from all patients will be combined and researchers will not be able to identify who specific patients are.

I am only here for a quick test. How is this relevant to my care?
It is important for us know who we serve, and whether patient needs match the care we provide for all.

This information will help us understand and plan care not only for your future visits, but for other patients who may have similar needs as yours. This gives us a full picture of our patient population.
Do I have to answer these questions?
No. Taking part is completely your choice and will not affect the care you receive.

What if there are questions that I don’t want to answer?
You can refuse to answer any question.

Questions?

You can contact:
Patient Relations
Toronto General Hospital
200 Elizabeth St., Suite 1NU-163,
Toronto, ON M5G 2C4
Phone: 416 340 4907
Email: patientrelations@uhn.ca

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