

Who can see my demographic information?

We take your privacy very seriously. Only your Health-care Team will see the information. It will be treated with the same level of confidentiality 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 any of the patients are.

I'm only here for a quick test. How is this relevant to my care?

It is important for us know who we serve, 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.

What if there are questions that I don't want to answer?

You can answer "prefer not to answer" to any or all questions. This will not impact the care you receive here.

Questions or Comments?

Please contact the Patient Relations Office at patientrelationsunit@mtsinai.on.ca or 416-586-4800 extension 5066

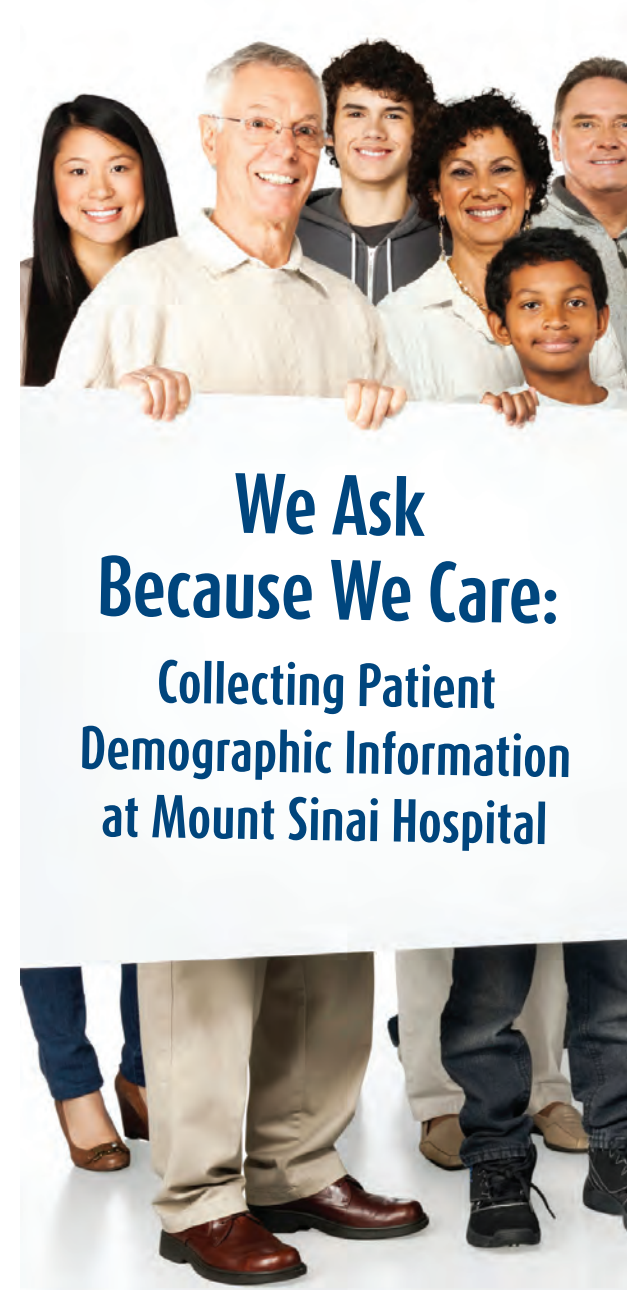
For more information, please see the We Ask Because We Care report at http://www.mountsinai.on.ca/about_us/human-rights/policies

MOUNT SINAI HOSPITAL
Joseph and Wolf Lebovic Health Complex



600 University Avenue
Toronto, Ontario, Canada M5G 1X5
t 416-586-4800
www.mountsinai.ca

To donate, call 416-586-8203 or visit supportsinai.ca
EVERY GIFT HELPS US CONTINUE TO DELIVER THE BEST MEDICINE.



**We Ask
Because We Care:
Collecting Patient
Demographic Information
at Mount Sinai Hospital**

MOUNT SINAI HOSPITAL
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Bright Minds. Big Hearts. The Best Medicine.



All hospitals in the central Toronto area are now collecting patient demographic information. The purpose of collecting this information is to understand who our patients are and what unique needs they may have. The information you share with us at Mount Sinai Hospital will also shape our understanding of patient experiences and outcomes.

“Demographic” means information collected about a group of people that helps to describe them. The demographic information Mount Sinai Hospital is collecting includes:

- Language
- Length of time in Canada
- Race or ethnicity
- Religion
- Disability
- Gender
- Sexual orientation
- Income

Why are you asking me these questions?

A team of Toronto researchers worked on choosing each question. They carefully reviewed information about quality and equitable care. By asking these questions at Mount Sinai Hospital, we will get to know our patients and become better at providing care and services. Also, sometimes people experience discrimination in health-care settings. We want to make sure that is not happening at Mount Sinai Hospital. If it is, we want to correct that.

Is it legal to ask these questions?

Yes, the Ontario Human Rights Commission strongly encourages organizations to collect and use demographic information to keep track of outcomes and promote equity. Also, Ontario’s Excellent Care for All Act, 2010 is a law that holds hospitals responsible for delivering quality health care. This law has hospitals collect information from patients about their experience. We learned that demographic information greatly impacts patient experiences and decisions about whether to use health care or not.

Mount Sinai Hospital believes that we cannot fully understand patients’ health-care experiences without knowing more about who our patients are.

How will you use this information?

- We will study whether factors such as language, disability, gender and so on are linked to health outcomes.
- We want to learn more about the link between how long you have been in Canada and health outcomes.
- We will review and use your information to develop programs and do service training.
- Members of your Health-care Team (“Circle of Care”) may refer you to services, give you information, or identify any unique needs, such as:
 - interpretation services
 - health information
 - treatment programs
 - accommodation for disabilities
 - care information

