

Equity-oriented Health Care Scale (EHoCS)*

These questions ask about your experiences with staff at this service site in the past 12 months.**

By staff, we mean anyone who works here including health care providers, reception staff, and others.

In the past 12 months, how often did your health care providers here:	Never	Rarely	Sometimes	Usually	Always
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Encourage you to come and see them or call when you need to?

Try to make you feel as comfortable as possible?

Seem open to talking about sensitive issues, for example, grief, mental health problems, substance use, or abuse experiences?

Ask you about who is important in your life?

Ask about basic resources that affect your health, such as food, clothing, or shelter?

Give you health advice that is suitable for your everyday life?

Have a negative attitude toward people using services because of mental health concerns?

In the past 12 months, how often did your health care providers here:	N/A: did not have any barriers	Never	Rarely	Sometimes	Usually	Always
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Help you to work on any barriers you have accessing health care (e.g., costs of medication or services, problems with transportation or childcare, problems getting a referral, etc.)?

In the past 12 months, how often did your health care providers here:	N/A: did not need any services	Never	Rarely	Sometimes	Usually	Always
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Try to help you to get services that are not offered here (such as social assistance, disability benefits, housing, or parenting support)?

In the past 12 months:	Never	Rarely	Sometimes	Usually	Always
How often have you felt discriminated against by staff here, including health care providers, receptionists and others?					
How often did the staff here welcome you when you came for care?					
How often did staff here treat you with courtesy and respect?					

* The EHoCS was developed in and for primary health care settings but may be appropriate for a variety of settings and contexts.

** The time frame may need to be adjusted to fit the intended use.

Give us your feedback and let us know how you've been using this tool at www.equiphealthcare.ca

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Citations related to the development of EHoCS:

Ford-Gilboe, M., Wathen, C. N., Varcoe, C., Herbert, C., Jackson, B. E., Lavoie, J. G., . . . Browne, A. J. (2018). How equity-oriented health care affects health: Key mechanisms and implications for primary health care practice and policy. *Milbank Quarterly*, 96(4), 635-671. doi:10.1111/1468-0009.12349

Browne, A. J., Varcoe, C., Ford-Gilboe, M., Wathen, C. N., Smye, V., Jackson, B. E., . . . Blanchet Garneau, A. (2018). Disruption as opportunity: Impacts of an organizational health equity intervention in primary care clinics. *International Journal for Equity in Health*, 17(1), 154. doi:10.1186/s12939-018-0820-2

Browne, A. J., Varcoe, C., Ford-Gilboe, M., & Wathen, C. N., on behalf of the EQUIP Research Team. (2015). EQUIP Healthcare: An overview of a multi-component intervention to enhance equity-oriented care in primary health care settings. *International Journal for Equity in Health*, 14(152). doi:10.1186/s12939-015-0271-y