

Collecting Ethnicity Data Frequently Asked Questions

This set of cards comprise the most frequently asked questions in simple and short standard replies to practice and learn.

What do I do ...

If the ethnicity question is blank, or the 'other' is selected but there is no written ethnicity beside it?

Ask if they realise it is blank and if they would like some help filling it in.

How do I answer the question ...

What is ethnicity?

Briefly explain what ethnicity means and offer them the health care consumer brochure.

What do I do ...

If the health care consumer does not know how to classify their ethnicity?

Ask them to look at the form with the level 2 ethnicity descriptions and to select the most appropriate ethnicity.

What do I do ...

If the health care consumer does not wish to select an ethnicity description listed on the form?

Ask them to write down what their ethnicity is on the form.

How do I answer the question ...

What is this information being asked for?

Explain that the information helps to develop services and policies for everyone, and ensures everyone's needs are being met. Offer them the brochure.

How do I answer the question ...

Who will see this information?

Explain that the information they provide is protected by privacy rules and will only be shared if necessary for their care.

Explain that if they wish they can ask to see their information and make corrections.

Offer them the patient brochure.

How do I answer the question ...

Whether the answer a health care consumer gives will have any effect on the standard of treatment they receive?

Say, 'No' and offer them the patient brochure.

What do I do ...

If a health care consumer says they have no particular allegiance to any ethnicity?

Explain that they may respond to the question how they wish and offer them the patient brochure.

What do I do ...

If a health care consumer asks me to fill out the ethnicity question for them?

Explain that you are not allowed.

Show them on the form how to classify themselves.

2004



What do I do ...

If a health care consumer says they feel this is an invasion of their privacy?

Explain that the information they provide is protected by privacy rules and will only be shared if necessary for their care.

Explain that if they wish they can ask to see their information and make corrections.

Offer them the patient brochure.

2004



How do I answer the question ...

Why were these particular categories selected and who by?

Explain that the ethnicity question is based on the 2001 census run by Statistics New Zealand (Census of Populations and Dwellings).

Explain that the health sector uses them because they are consistent and standardised.

Offer them the patient brochure.

How do I ...

Collect ethnicity data when the health care consumer is disabled and unable to answer?

Find appropriate aid to help them fill the ethnicity question in.

What do I do ...

If a health care consumer chooses not to fill in the ethnicity question?

Acknowledge this and ask if they understand the question or would like an explanation.

If they still choose not to fill in the ethnicity question, accept and move on.

How do I ...

Collect ethnicity data from a child?

If the child is capable of understanding the concept of ethnicity they can fill it in, otherwise their parent or guardian can fill in the form on behalf of the child.

Do not transfer ethnicity data from the parent's record onto the child's.

How do I ...



Collect ethnicity data by phone?

Before calling, decide at what point you will ask for the health care consumer's ethnicity.

Explain that you need to collect some information for administrative purposes.

Explain that the information helps to develop services and policies for everyone, and ensures everyone's needs are being met.

When you get to the ethnicity question ask the 'standard ethnicity question' as it is on the form.

Explain that they may choose more than one ethnicity.

If they do not know what to answer, read all the level 2 categories, in the order they appear on the form.

Record all responses made.



How do I ...



Collect ethnicity data when the health care consumer is incapable of answering?

Ask the health care consumer's next of kin if they realise it is blank. Ask if they would like some help filling it in.



What if ...

There is no next of kin present?

Either locate a next of kin, or wait until later when your health care consumer is capable of answering.