

Equity-Oriented Health Care Scale – Ongoing (EOHCS – Ongoing)¹

These questions ask about your experiences with staff at this service site² in the past 12 months³. By staff, we mean anyone who works here including health care providers, reception staff, and others.

In the past 12 months, how often did the health care providers here:	Never (0)	Rarely (1)	Sometimes (2)	Usually (3)	Always (4)
1. Encourage you to come and see them or call when you need to?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Try to make you feel as comfortable as possible?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Seem open to talking about sensitive issues, for example, grief, mental health problems, substance use, or abuse experiences?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ask you about who is important in your life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Ask about basic resources that affect your health, such as food, clothing, or shelter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Give you health advice that is suitable for your everyday life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Have a negative attitude toward people using services because of mental health concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In the past 12 months, how often did your health care providers here:	N/A: did not have any barriers	Never (0)	Rarely (1)	Sometimes (2)	Usually (3)	Always (4)
8. 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.)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In the past 12 months, how often did your health care providers here:	N/A: did not need other services	Never (0)	Rarely (1)	Sometimes (2)	Usually (3)	Always (4)
9. Try to help you to get services that are not offered here (such as social assistance, disability benefits, housing, or parenting support)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In the past 12 months:	Never (0)	Rarely (1)	Sometimes (2)	Usually (3)	Always (4)
10. How often have you felt discriminated against by staff here, including health care providers, receptionists and others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. How often did the staff here welcome you when you came for care?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. How often did staff here treat you with courtesy and respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

¹ The *EOHCS – Ongoing* total score is a count of the number of items rated by patients as “always” occurring (for 10 positively worded items) and “never” occurring (for two negatively worded items). “Have a negative attitude towards people” and “discriminated against by staff” are reverse scored, where never (4), rarely (3), sometimes (2), usually (1), always (0). Scores on the *EOHCS – Ongoing* range from 0-12 and provide an index of the degree or level of equity-oriented health care (EOHC), with higher scores indicating patients experience care as more equity-oriented.

² The *EOHCS – Ongoing* was developed in and for primary health care settings but may be appropriate for a variety of settings and contexts. We invite patients to comment on their overall experiences of care involving all staff, versus their impressions of any one particular staff member, realizing that primary care settings are oriented to providing team-based care.

³ The time frame may need to be adjusted to fit the intended use.

⁴ Use of this scale is unrestricted in the format included in this manuscript as long as the source is appropriately acknowledged. Please cite as: Browne A.J., Varcoe C., Ford-Gilboe M., Wathen C.N., Wilson E., Bungay V., & Perrin, N. (2024). Using a health equity lens to measure patient experiences of care in diverse health care settings. *PLOS ONE* 19(6): e0297721. <https://doi.org/10.1371/journal.pone.0297721>.

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