

SOGI/REaL Patient Form

Registrar Messaging & FAQ Talking Points

<p>Registrar Messaging <i>(after check-in has completed)</i></p>	<p>“We want to be sure we address you properly and respectfully while you’re in our care so we’re asking patients to complete this short questionnaire.”</p>
<p>Registrar Messaging <i>(if patient declines)</i></p>	<p>“We understand, collecting this information is voluntary. Here’s a brief FAQ that explains in a little more detail. Please let us know if you change your mind.”</p>
<p>Registrar Messaging <i>(if patient wants to know what the information is used for)</i></p>	<p>“The information collected is confidential and will be added to your medical record to ensure we respect your identity wherever you’re receiving care in our organization.” <i>(if patient requests more information)</i></p> <p>“I would be happy to provide you with an FAQ that explains this in more detail”</p>
<p>FAQ Talking Points</p>	
<p>WHY AM I BEING ASKED ABOUT MY RACE, ETHNICITY AND LANGUAGE?</p>	<p>“So we can provide culturally sensitive care to all of our patients”</p>
<p>WHY AM I BEING ASKED ABOUT MY SEXUAL ORIENTATION AND GENDER IDENTITY?</p>	<p>“So we can appropriately address every patients unique health needs”</p>
<p>HOW DO I CHOOSE THE CORRECT INFORMATION?</p>	<p>“There is no right or wrong answer, if you do not find an answer that fits, you are welcome to address it with your provider during your visit”</p>
<p>WHO WILL SEE THIS INFORMATION?</p>	<p>“The information you provide is confidential and protected by law. It will only be seen on your medical record and a few staff (on your care team) who have access to it.”</p>
<p>WHAT IF I DON’T WANT TO SHARE THIS INFORMATION?</p>	<p>“You can select “Choose not to disclose” and we will honor your wishes. Your provider may ask these questions privately during your visit”</p>
<p>CAN I SHARE THIS INFORMATION THROUGH MYCHART?</p>	<p>“Most but not all. A few questions may still be asked during your visit”</p>
<p>HOW WILL THIS INFORMATION BE USED?</p>	<p>“This information helps us to meet your healthcare needs and see if there are gaps in care or services across different populations”</p>