



JOB AID - HANDLING CHALLENGING RESPONSES TO PATIENT DEMOGRAPHIC FORM

Patients may appear uncomfortable, have concerns, or seem angry when asked to self-report their race, ethnicity, and language (REaL) or Sexual Orientation and Gender (SOGI) choices.

We want to provide each person with the best possible care. Knowing each patient’s REaL & SOGI information helps us understand their individual needs, and the only way to know is to ask. Collecting this data also helps us identify and track disparities in care.

Use this job aid to help you form an appropriate response to challenging statements or questions. Our goal when responding is to increase patient trust, understanding, and satisfaction.

<b>Challenging Responses</b>	<b>Suggested Follow-up With Patient</b>	<b>Further Context For Providers/Staff</b>
<b>Why do you ask for this information?</b>	We use all the data we collect to help us understand our patients’ needs. We want to make sure all our patients get the best care possible.	Demographic data such as race, ethnicity, sexual orientation, and gender identity help us better understand the populations we are serving. Different patients have different health needs and by knowing this information we can provide the best care for the individual patient.
<b>Can’t you tell?</b>	Sometimes I might be right, but it would be a guess. We are required to ask every patient so we know we have accurate information. When you choose your answers, you know we are getting it right.	Guessing a patient’s REaL or GI data just by looking does not allow the patient to make their own choice. It also increases data errors. Our goal is to increase the accuracy of REaL/SOGI by asking the patient to self-identify.
<b>Do you report this to immigration or ICE?</b>	We do not make reports to immigration or ICE. Your health information is protected by patient privacy laws - HIPPA. Valley Medical Group staff and practitioners have access to your information as is required to take care of you.	Patients who are not from the United States may feel uncomfortable with REaL questions. The suggested response may help ease their mind.
<b>I’m Hispanic/Latino. That is my race. Or My race is Hispanic/Latino</b>	Thank you for that info. We follow Federal guidelines, which consider Hispanic/Latino an ethnicity. Race categories include: Black/African American, White, American Indian or Alaska Native, Asian, and Other Pacific Islander. Would you like to choose a race category for your medical record?	Following Federal guidelines helps healthcare organizations across the country to standardize their race and ethnicity categories. It is not a perfect system, but it is better to use the standard categories to create uniformity in data.



<p><b>I'm human. Race is not important.</b></p>	<p>Yes, we are all part of the human race. We also have subcategories of racial groups. This information helps us better understand the populations we are serving. It also allows us to provide care that focuses on your specific needs. Would you like to choose a race category for your medical record?</p>	<p>There are many conditions that are associated with specific patient groups, such as diabetes, high blood pressure, and sickle cell disease. The more we know about our patients, the better prepared we are to provide care based on their individual needs.</p>
<p><b>I was born in the USA.</b></p>	<p>Thank you for your response. Since this is a part of your medical record, we are also asking for your choice of race and ethnicity. It is important to us that the information is accurate and complete. Would you like to share if you are of Hispanic or Latino origin? or Would you like to share your race?</p>	<p>Healthcare is specific for each individual. The more we understand about each patient, the better we can prepare to provide them with the services they need and want.</p>
<p><b>I don't want to respond.</b></p>	<p>I understand and you do not have to answer any of the questions you do not want to. You can select "choose not to disclose" or I can put down that you don't want to answer at this time. You always have the option of changing it in the future.</p>	<p>The patient might not want to respond now but might do so later in the appointment or during a subsequent visit.</p>
<p><b>I have questions and did not want to complete the form without asking first.</b></p>	<p>I would be happy to address your questions. Before we start, I want to let you know we collect this information from all our patients to provide appropriate services. Your information is confidential, and there is a "decline to answer" option for each question.</p>	<p>Taking time to address patient's questions with compassion and respect goes a long way in building trust in the patient/ provider relationship.</p>
<p><b>Is the SOGI information confidential?</b></p>	<p>All your health information is confidential and protected by patient privacy laws - HIPPA. Valley Medical Group staff and practitioners have access to your information as is required to take care of you.</p>	<p>A reminder that patients under 18 may have a parent/guardian accessing their health records.</p>
<p><b>What if none of the categories fit me?</b></p>	<p>We know our list may not fit everyone. If you have a response different than what is provided you can use the "other" category where you can write in your response.</p>	<p>Validating a patient's right to self-identify is important in building trust and providing compassionate care.</p>