

# Why we ask:

## We ask because we care!



Our goal is to provide the highest quality of care to all of our patients. We can do this only when we know who our patients are. This is why we are asking about your sexual orientation and gender identity. It will help us understand your needs and how we can provide the best care possible. This will be a quick conversation with someone from your care team and all information will be kept confidential.

## Frequently asked questions

Purpose of these questions

**Why are you asking about my sexual orientation and gender identity?**

**I am only here for a quick test. How is this relevant to my care?**

**Do I have to answer these questions?**

**Why are you asking for my pronouns? What does that mean?**

**Why are you asking for the sex listed on my birth certificate?**

We ask all of our patients to provide information about their sexual orientation and gender identity. This helps us better understand the populations that we serve, and care for our diverse community.

This information helps us better serve other patients whose needs and preferences are similar to yours. It will give us a complete picture of our patient population.

No, answering these questions is completely voluntary. However, answering these questions will help us better serve all our patients.

Pronouns are the words people use to talk about you. Examples include she/her, he/him and they/them. Asking for pronouns helps staff correctly refer to patients, avoid making assumptions and respect everyone's gender identity.

Asking for the sex you were assigned at birth helps the staff understand which organs might be present in your body, so we know what follow-up questions to ask you. This information, when combined with sexual orientation and gender identity, helps us create a care plan that best fits your needs.



We Ask Because We Care is sponsored by Advancing Healthcare Excellence and Inclusion, a program of the Healthcare Association of New York State.

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## Frequently asked questions

Definitions	<b>What is sexual orientation?</b>	Sexual orientation describes your physical and emotional attraction to others. Examples include heterosexual/straight, gay/lesbian, bisexual/pansexual, queer and questioning.
	<b>What is gender identity?</b>	Gender identity is your personal, internal sense of your own gender. Examples include man, woman, transgender man, transgender woman, genderqueer and non-binary.
	<b>What if I am not sure how to answer?</b>	You can respond “unknown” and someone on your care team will ask you more detailed questions during your appointment.
	<b>What if none of these categories describe me?</b>	If your sexual orientation or gender identity is not listed, you can respond “other” and write in the terms you use to best describe yourself.
Privacy	<b>Who will see the information? How will it be shared?</b>	We limit access to patient information, including patients’ sexual orientation and gender identity, to situations where we need the information to provide care. If you are under 18, your parent or guardian may have access to this information. Talk to your provider if you have any concerns.
	<b>Who are you collecting this information from?</b>	We are asking <u>all of our patients</u> for this information.



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