

WE ASK BECAUSE WE CARE.

Health Equity & Patient Safety Pocket Card

Scripting examples for handling patient concerns regarding sex, sexual orientation and gender identity questions.

Below are scripting Options for explaining the SOGI questions to patients.

“We are asking expanded sex, sexual orientation and gender identity questions to ensure we provide safe and equitable care to our patients. It is safer and more respectful to ask than to assume.”

PATIENT INTERACTION SCENARIO	STAFF RESPONSE
Patient Comments:	Like other sensitive topics, not every negative comment a patient says requires a response. Use HEART and your de-escalation skills. If a response is warranted or expected, focus on the shared goals of safe, quality care.
“You can only be a man or a woman.”	“Thank you for sharing your feelings and perspective with me.” “I understand that is the perspective of some individuals and groups. McLaren utilizes literature and research from trusted and reputable medical sources to inform our healthcare practices.”
“I can’t believe McLaren is getting political.”	“McLaren serves people with a variety of medical needs from diverse backgrounds and perspectives. You may always choose not to answer these questions.”
“Asking me these questions is disrespectful.”	“My intention is not to be disrespectful. You may always choose not to answer these questions.”