

**McLaren Print System Order**

Order No: 84220  
 Order Date: 2024-04-02  
 User: Amber Coss  
 Phone: 231-487-7097

Ship Location: McLaren Northern Neurosciences- Medical Office Building Attn: Amber Coss  
 560 W Mitchell St. Suite 340  
 Petoskey, MI 49770

Brochures  
 Quantity: 10  
 Paragon Dept No: 50690  
 Dept Name: Neurosciences  
 Company Number: 810

Order Total Price: 20.00

Item Number: MHCC-654-K  
 Item Description: Health Equity & Patient Safety Pocket Card  
 Revision Date: 11/2023  
 Print:  
 Paper:  
 Size:  
 Fold:  
 Finish:  
 Drill:  
 Poster:  
 Misc Info: 3.5x6 Laminated

**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."

DOING WHAT'S BEST.®

MHCC-654-K-01-2024

Spec Info: