

Introduction: "To ensure we provide the best care possible, we ask all patients about their race, ethnicity, and preferred language. This information helps us get to know our patients better and better meet their health needs."

Explanation: "We collect race, ethnicity, and language information from all our patients. By knowing more about your background, we can better understand your health concerns and be sensitive to your needs."

Annual Update: "We periodically update our records to ensure accuracy. Could you please confirm your race, ethnicity, and preferred language?"

Patient Refuses: "Answering is voluntary, but it will help us better serve all patients. If you decline, please note that we may ask again at subsequent visits."

"It's completely okay if you prefer not to answer. We respect your choice."

Patient Hesitation: "This information helps us understand and meet the needs of all our patients better. Knowing your racial and ethnic background provides us with a better understanding of the health risks you may face and helps us better address your health needs. Your responses are confidential."

Introduction: "To ensure we provide the best care possible, we ask all patients about their race, ethnicity, and preferred language. This information helps us get to know our patients better and better meet their health needs."

"Which of the following best describes your racial or ethnic group?"

Explanation: "We collect race, ethnicity, and language information from all our patients. By knowing more about your background, we can better understand your health concerns and be sensitive to your needs."

"What language would you feel most comfortable speaking with your healthcare provider?"

Explanation: "It's helpful for us to know because we can use this information to provide interpreters, which improves the quality and safety of care."

"Why am I being asked these questions?"

Explanation: "Collecting race, ethnicity, and language information from all of our patients helps us get to know them better. Knowing your racial and ethnic background gives us a better idea of health risks you may have and helps us better meet your health needs."

"What does REaL data have to do with my health?"

Explanation: "Racial and ethnic backgrounds may place us at higher risk for diseases. We try to reduce these risks by making sure that everyone gets high-quality health care."

"How does this benefit me?"

Explanation: "By answering these questions, we get to know more about our patients. This information helps us to better serve you and your community and ensures that we provide high-quality care."

"What is this information used for?"

Explanation: "Your race, ethnicity, and language information will help us provide better services to everyone. With this information, we can provide health information in languages spoken by our patients and offer services that can improve health."

"Who can see this information?"

Explanation: "Your information is confidential and protected under HIPAA. We limit access to patient information to instances where the information is necessary to provide care."

"Are you trying to find out if I am a US citizen?"

Explanation: "No. The information is confidential and used only to improve healthcare. We will not ask about your citizenship or documentation."

"Can't you tell by looking at me?"

Explanation: "Every person is different. We do not make any assumptions based on how a person looks."

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

Explanation: "You will not be late for your appointment. This information helps us better understand the communities that we serve. It helps us meet individual patients' needs and preferences and provide the best care possible."