

Why we ask: *We ask because we care!*



We ask all of our patients to provide information about their race, ethnic background and preferred language. This helps us better understand and care for our diverse community.

We collect data on our patients' racial and ethnic backgrounds to review the treatment that all patients receive and ensure that everyone gets the highest quality care.

The information you give us will be kept private. It will help us understand who you are, your needs and how we can provide the best care possible.

When you arrive for your appointment, someone on your care team will ask you more detailed questions about your race, ethnicity and preferred language. This should only take a couple of minutes.

We use this information to:

- ▶ better understand our community;
- ▶ identify and address healthcare disparities;
- ▶ understand how we can improve our language and accessibility support; and
- ▶ ensure that our patient education materials and the care we provide reflects our patients' needs and preferences.

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

Frequently asked questions

Why is it important to collect data on race, ethnicity and language?

Better patient data helps us track diseases, conditions and procedures by race and ethnicity, and identify disparities. Understanding healthcare disparities helps us focus our quality improvement work and elevate the quality of care we provide to our diverse patient population.

Who will see the information? How will it be shared?

Your information is confidential and protected by the Health Insurance Portability and Accountability Act. We limit access to patient information, including race and ethnicity.

Who are you collecting this information from?

We are asking all of our patients for this information.

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

It is essential for us to know who we serve and whether our patients' needs match the care we provide for all. This information helps us better serve other patients whose needs and preferences are similar to yours. This gives us a complete picture of our patient population.

Do I have to answer these questions?

No. Answering these questions is voluntary. Your decision to answer these questions will help us better serve each individual patient.

How does this benefit me?

By answering these questions, we can better serve you and your community and ensure the best quality of care is provided.