



Tips for an Inclusive Registration Process

1. Sex

When asking for the sex of a patient, remember that the sex assigned at birth may be the same as their gender identity. Ask for patient's gender pronoun. Be sure to use this pronoun throughout the encounter. If needed, you can also use "they" or avoid pronouns by using the patient's preferred name only.

- Do: Ask "What was the sex assigned at birth?"
- Do: If you mistakenly use a wrong pronoun, correct yourself.
- Don't: Assume that someone's gender identity aligns with their sex assigned at birth.
- Don't: Assume that people who have female or male sounding names that identify with the gender associated with that name. (i.e. someone named Lisa may use he/him pronouns)

2. Name

If you are registering a patient or verifying a patient's identity, you can ask for their legal name. If this is necessary, ensure that you're careful not to "out" them to other patients or staff members. Always ask for the patient's preferred name and use this name throughout the encounter.

- Do: If you mistakenly use the legal name of the patient, correct yourself.
- Don't: Ask what a patient's "real" name is.
- Don't: Refer to someone as "it".

Quick Tips

1. If you don't know a patient or guardian avoid using gendered terms like "sir", "ladies", "gentleman" or "ma'am"

Instead: "How may I help you all today?" or "Who is your child here to see?"

2. If you don't know a patient's name/pronoun, ask politely.

Example: "My name is Jen, she/her pronouns, I manage the program here. What name and pronoun would you like us to use?"

3. If a patient or parent provides a name that isn't in your records you can politely ask for clarification.

Example: "Could your chart be under another name?" or "Is there a different name listed on your insurance?"

4. If you make a mistake apologize.

5. Only ask for relevant/required information. Ask yourself "What do I know? Vs. What do I need to know?" Then consider how to ask the questions in a thoughtful/sensitive manner.