



We ask because we care about you and your health

It is Richmond University Medical Center's policy and mission to provide equitable care. To do that, we might ask you questions about things like your background (Race & Ethnicity), the language you like to speak (Preferred Language), and how you see yourself (Gender Identity & Sexual Orientation). These questions are asked when you are checking in for an appointment at one of our clinics or hospital.

[FAQs about collecting patient race, ethnicity, language, gender identity and sexual orientation information](#)

Why do we ask these questions?

Well, it is because we want to understand you better. People are different in many ways, like where they come from, how they talk, and who they are. By learning more about our patients' race, ethnicity, language, gender identity, sexual orientation, social class, age, disability, education, or zip code we can figure out what each person needs to stay healthy. We call this equitable healthcare.

What is equitable healthcare?

Equitable Healthcare means giving everyone quality care, no matter of race, ethnicity, language, gender identity, sexual orientation, social class, age, disability, education, zip code or other characteristics.

How will we use this information?

We will use this information for things like providing interpretation services and educational materials, connecting you with the right resources and tracking data to improve care.

Do we already know this about you?

Sometimes we do, but sometimes we do not. That is why we ask, just to be sure we have the correct information for everyone.

Who gets to see this information?

Personal Health Information (PHI) that can identify you will only be seen by your healthcare providers. Your PHI is protected under the federal health information privacy law known as the Health Insurance Portability and Accountability Act of 1996, or HIPAA. Anonymous patient data is used for quality improvement initiatives, but patient names and other identifying information will not be shared.

What if you don't want to answer these questions?

We understand if you may not want to answer these questions as it is your right. But please remember, the more we know, the better we can help you and other patients get better care and stay healthy.