

SCRIPT FOR HOSPITAL STAFF

Target Audience: Hospital Admissions/Registration Staff

Purpose: This script is for hospital registration staff to use in asking a patient questions on his/her race, ethnicity, and language. The script explains to the patient the importance and purpose of collecting this information and ensuring their confidentiality.

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We want to make sure that all our patients get the best care possible. We're going to ask you some questions regarding your race and ethnicity, so that we can review the best treatment that our patients can receive and make sure that everyone of every background gets the highest quality of care. We'll keep this information confidential and will update it in your medical record.

We are also going to ask you about the language(s) that you speak and understand. If you prefer a language other than English, we will try to find someone to speak to you in your preferred language about your health.

The only people who see this information will be members of your care team and others who are authorized to see your medical record. Your answers will be confidential.