



Responding to SOGI Confusion



When asking for Pronoun, sometimes a patient looks confused or verbalizes that it's a silly question. They may even feel offended that you had to ask them when they feel it's obvious. Here are some examples of replies that can help defuse the situation and keep things moving:

If they reply: *"I'm obviously a man/woman, why are you even asking me that?"*

Go ahead and select the traditional pronoun option, thank them, and move on.

It's ok, these are just questions we ask everyone to make sure our records are correct. Let's move on to see if your insurance is up to date"

"I know personal questions at check-in can be uncomfortable; thanks for helping me. Do you have any changes to your address or phone number?"

"I'm sorry my question upset you, let's move on and make sure we have your correct phone number on file."

"This information helps us get it right for everyone, but if they do not apply to you, let's move on to be sure other information in your file is correct."

For patients that try to continue the conversation, redirect them once more. It's ok to let them know you need to get them checked-in so others aren't kept waiting. Getting worse? Call for some backup.