

Respect and Care



Partnering with patients for personalized care

Why are we asking for this information?

UMass Memorial is committed to providing the best possible care for every patient. We ask everyone these questions because each patient is different and unique and has unique health care needs.

At UMass Memorial we want to know you better so that you always feel welcome and respected, and so that we can provide the best possible care to you. The information you provide helps us to better understand you, personalize your care and improve your experience at UMass Memorial.

Your participation is voluntary, and you may choose to indicate that you prefer not to answer any of these questions.

Who can see your information?

The information you provide is confidential and protected by the HIPAA law (Health Insurance Portability and Accountability Act) like all your health information. Your information will be part of your medical record and available to support your care.

If you would like to understand how your information may be used or disclosed please see our [Joint Notice of Privacy Practices](#).

What information are we requesting?

In order for us to better understand you, we are requesting the following personal identity information:

- **Preferred First Name** (the name that you want people to use when communicating with you in person, in myChart, on your wrist band, on letters and bills mailed to your home, etc.)
- **Preferred Language for spoken and written health information**
- **Religion**
- **Hispanic/Latino or non-Hispanic/non-Latino**
- **Race** (you can specify one or more)
- **Ethnic Background** (country, social or religious group from which you come and with which you identify, such as Albanian, Irish, Nigerian or Vietnamese)
- **Sexual Orientation** (to whom you are attracted romantically or sexually)
- **Gender Identity Information** (your inner sense of being male, female or another gender)
- **Sex Assigned at Birth** (what was on your original birth certificate)

We can use this information to improve care.

Providing the information above can help us:

- Communicate with you in your preferred language to avoid language barriers between you and your providers.
- Use your pronouns and preferred name correctly when we address you so that you feel welcome and respected.
- Ensure that we are delivering culturally responsive, equitable care to all of our patients; and help us identify and address health disparities that may be experienced by the diverse communities we serve.