



Getting to know you

The better we know you, the better we can care for you

Most health questionnaires cover the basics including sex, age and medical history. But we know there's so much more to you than that. Every detail of who you are matters to your health and we want to know all about it so we can provide the best care for YOU.

One way we're personalizing care at Novant Health is by collecting sexual orientation and gender identity demographic information. Read on to learn why we are asking you to tell us more about your sexual orientation and gender identity.

Q. What are sexual orientation and gender identity?

A. Sexual orientation is the type of sexual and/or physical attraction one feels for others, often labeled based on the gender relationship between the person and the people they are attracted to. Gender identity describes a person's own internal, deeply held sense of gender. Gender identity doesn't always correspond to the person's sex assigned at birth.

Q. Why am I being asked to disclose my sexual orientation and gender identity?

A. Healthcare research has shown that when care team members know their patients' sexual orientation, the patients receive better care. That's because this information is so important to help care team members know which health screenings to order and health assessment questions to ask — both necessary steps necessary steps to successfully diagnose and treat patients.

Knowing how you, our patients, identify in terms of your sexual orientation and gender identity will allow us to provide better care for all, particularly those who do identify as members of the LGBTQ (lesbian, gay, bisexual, transgender, queer/questioning) community.

In addition to Novant Health's commitment to all patients, the Centers for Medicare and Medicaid Services' (CMS) Meaningful Use Program has included sexual orientation and gender identity data collection in its requirements for Electronic Health Records (EHRs). Our Novant Health EHR will reflect these changes this year.

Q. How will Novant Health assure my privacy while asking about my sexual orientation and gender identity during registration and check in?

A. Protecting your privacy is a priority for Novant Health, and we want to ensure that we are getting to know you in a safe and comfortable environment. To that end, we do not plan to ask the questions verbally at check-in, but will ask you to provide your information on a tablet. We are exploring alternative options for those patients who may not be comfortable using a tablet. As with your other health information, any information shared will be kept confidential.

Q. What if I do not want to answer questions about my sexual orientation or gender identity?

A. Every question will have an option for “Chose not to disclose.” Or, if you don’t want to share this information while you are at an appointment, you can provide this information through your MyChart portal. Just go to your MyChart app or visit NovantMyChart.org/MyChart.

Q. How will sexual orientation and gender identity information be shared with my care team?

A. Some new fields that will be used to collect sexual orientation and gender identity data will be available in our EHR for your entire care team. Examples include preferred name and pronoun fields so we can use the name and pronouns you wish to be called.

As with your other health information, any information shared will be kept confidential. Your care team and Novant Health are bound by laws and policies to keep your information private. If you are under 18, there are certain situations in which your parents can have access to this information in your medical record. You can also ask your care team member not to enter this information into your medical record.



Q. At what age will Novant Health start collecting sexual orientation and gender identity information?

A. Patients ages 18 and older will be able to share sexual orientation and gender identity information through a tablet that will be provided at check-in or through their MyChart portal. Patients ages 13 to 17 may be asked about their sexual orientation and gender identity by their provider during discussions about sexual and reproductive health.

Q. What other questions can I expect?

A. In addition to sexual orientation and gender identity information, we’ll be collecting additional information like language spoken, race/ethnicity, religion, military status and more. Learning more about you and who you are will allow us to provide remarkable care every day.

If you have further questions, please visit NovantHealth.org/TellUsMore