

# We Ask Because We Care.

**We Ask Because We Care** is a way for us to know our patients better.

RUSH welcomes you, and everything about your:

- Age
- Ancestry
- Color
- Civil union status
- Disability
- Diversity
- Gender identity
- Language
- Race
- Religion
- Sexual orientation
- Sex
- Marital status
- National origin
- Parental status
- Veteran status

Giving every patient the best care possible regardless of race, ethnicity, gender identity, sexual orientation, cultural background or language is our mission to provide patient-centered care.

To support this, RUSH is rolling out a program called **“We Ask Because We Care”** at select RUSH locations starting Feb. 1, 2024, with a goal to expand everywhere at RUSH. We will give every patient the opportunity to answer a series of questions, so we can tailor services to you. Your information is confidential. Sharing it is your choice.

## Frequently Asked Questions

### Why do we ask about race, ethnicity, language, sexual orientation and gender identity?

- We want to make sure that all our patients get the best care possible.
- To better understand our community and support the unique needs of our patients.
- To understand the need for interpreter and other services
- To appropriately align quality health improvement initiatives and reduce barriers to care.
- To fulfill our compliance obligations

### Why is this information important?

This information allows us to treat each patient with respect, use their chosen name and preferred pronouns correctly and provide care with dignity to meet their individual needs.

This information also allows us to:

- Help our care team have more trusting relationship with patients and provide more effective and culturally competent care.
- Identify gaps in healthcare and make plans to improve the health of our community.
- Improve patient visits / hospital stays by using your chosen name and preferred pronouns and being sensitive to your identities.

### Who will see the information? How will it be shared?

This information is confidential. We limit access to patient information, including these responses. We only use the information if it is needed to provide care or other hospital services such as billing. Your information is always protected.

### Who are you collecting this information from?

RUSH has launched a program at select locations to ask all our patients for more information about race, ethnicity, sexual orientation and gender identity to serve our patients better. Your information is confidential. Sharing it is your choice. But we ask because we care about you and the health and wellbeing of all our patients. Your answers give us more information to help us improve the quality of care we can provide. Later in 2024, we will be asking all our patients across the system for this information.

### Is it mandatory for patients to answer these questions?

No. Answering these questions is voluntary. Providing this will help us better serve each individual patient.

### How can I answer questions on my own or at another time?

You can log into your RUSH MyChart at any time to answer these questions. If you do not have a MyChart account, [click here](#) to have one set up or ask your provider at your next appointment to create one.

