

PATIENT'S JOURNEY WITH A BROKEN LEG

CURRENT INEQUITABLE INFORMATION PRACTICES

PATIENT HAS A SEVERE FALL

CANNOT STAND AND IS CONCERNED THAT THEY MAY HAVE BROKEN THEIR LEG.



AMBULANCE IS CALLED

PARAMEDIC ASKS THE PATIENT WHETHER THEY ARE MALE OR FEMALE BASED ON QUESTIONS IN THE DIGITAL HEALTH SYSTEM.

REGISTRATION IN A CROWDED EMERGENCY ROOM

CLERK ASKS LOUDLY IF THERE IS ANOTHER NAME, AS THEY CANNOT FIND ANY MATCH. PATIENT PROVIDES THEIR BIRTH NAME.



TRIAGE NURSE VISIT

NURSE ASKS THE PERSON THEIR NAME AND FINDS THAT IT DOES NOT MATCH THE INTAKE FORM. THE NURSE ADDS THE PERSON'S NAME AND GENDER TO THE ENCOUNTER NOTE.

SIGNAGE IN THE EMERGENCY ROOM

WHILE WAITING THE PATIENT IS DIRECTED TO WASHROOMS WITH BINARY SIGNAGE.

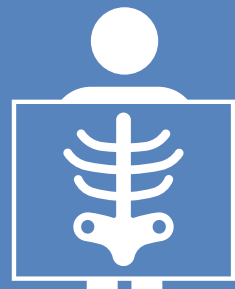


EMERGENCY ROOM CARE VISIT

DOCTOR REFERS TO THE ELECTRONIC HEALTH RECORD DURING THE VISIT AND REPEATEDLY USES INCORRECT PRONOUNS.

X-RAY VISIT

A MONITOR IN THE WAITING ROOM SHOWS THE ORDER OF THE CUE, BY DISPLAYING PATIENT'S FIRST NAMES. THE PATIENT'S BIRTH NAME IS ON DISPLAY FOR OTHER PATIENTS TO SEE.



DOCTOR CONSULT

DOCTOR CONSULT IS DELAYED AS THE X-RAY RESULT HAD BEEN FLAGGED FOR REVIEW WHEN THE DIGITAL HEALTH SYSTEM IDENTIFIED A MISMATCH ON PATIENT'S GENDER.

PATIENT DISCHARGE SUMMARY NOTE

UPON DISCHARGE PATIENT IS GIVEN A FORM THAT LISTS THEIR INCORRECT NAME AND GENDER.



BILLING

THE PATIENT IS REMINDED OF THEIR HEALTHCARE ENCOUNTER WHEN AN AMBULANCE BILL ARRIVES 2 WEEKS LATER AND THEIR INCORRECT NAME AND GENDER ARE LISTED.



GENDER AFFIRMING INFORMATION PRACTICES

PATIENT HAS A SEVERE FALL

CANNOT STAND AND IS CONCERNED THAT THEY MAY HAVE BROKEN THEIR LEG.

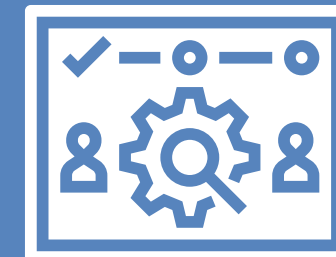


AMBULANCE IS CALLED

PARAMEDIC ASKS THE PATIENT THEIR NAME AND GENDER AND RECORDS THE INFORMATION ON THE ELECTRONIC ADMINISTRATIVE FORM.

REGISTRATION IN A CROWDED EMERGENCY ROOM

FRONT DESK CLERK IS ABLE TO FIND THE PATIENT'S ELECTRONIC HEALTH RECORD AND GREETES THE PERSON BY THEIR NAME.



Welcome

TRIAGE NURSE VISIT

ELECTRONIC HEALTH RECORD PROMINENTLY DISPLAYS PRONOUNS AND PATIENT'S NAME, WHICH THE TRIAGE NURSE USES IN THEIR CARE INTERACTIONS WITH THE PATIENT

SIGNAGE IN THE EMERGENCY ROOM

WHILE WAITING THE PATIENT NOTICES SIGNAGE IS GENDER NEUTRAL.



EMERGENCY ROOM CARE VISIT

ALL STAFF AND CLINICIANS ARE WEARING PRONOUN BUTTONS.

My pronouns are:
**They
Them
Theirs**

X-RAY VISIT

ALL PATIENTS ARE GIVEN A FORM THAT ASKS NAME IN USE, PRONOUNS, CURRENT LOCATION OF REPRODUCTIVE ORGANS AND PREGNANCY STATUS.



DOCTOR CONSULT

DOCTOR GREETES THE PATIENT BY THEIR NAME AND PRONOUNS. TRUST HAS BEEN REAFFIRMED AS ALL CLINICIANS HAVE USE THE PATIENT'S CORRECT NAME AND PRONOUNS.



PATIENT DISCHARGE SUMMARY NOTE

UPON DISCHARGE THE PATIENT IS GIVEN A FORM THAT LISTS THEIR CORRECT NAME AND GENDER, AND GIVES APPROPRIATE RECOMMENDATIONS FOR BONE HEALTH.



BILLING

THE PATIENT IS REMINDED OF THEIR AFFIRMING CARE VISIT WHEN AN AMBULANCE BILL ARRIVES 2 WEEKS LATER AND THEIR A CORRECT NAME AND GENDER ARE INDICATED.

