


# Gender Pronoun Badge Rider Initiative 2024

## FREQUENTLY ASKED QUESTIONS

<b>1. What is a gender-preferred pronoun?</b>	<p>Gender pronouns are used to reference oneself. These pronouns can be gender specific (she/her/hers or he/him/his), gender neutral (they/them/theirs), or can be created as an alternative to the gender binary (ze/hir/hirs; pronounced respectively as “zee”, “here”, “heres”). People's gender pronouns can change over time to match their identity, and these pronouns may or may not always match their gender expression.</p> <p>The most used gender pronouns are she/her/hers and he/him/his.</p>
<b>2. What is a badge rider?</b>	<p>A badge rider is a small accessory that attaches to a team member's identification badge. It is used to convey additional information or messages, such as certifications, special roles, achievements, etc. Badge riders are used to quickly and visually communicate valuable information.</p> 
<b>3. Why are we providing gender preferred pronoun badge riders to providers and team members?</b>	<p>Properly using and pronouncing a person's name and pronouns are a basic sign of respect. It's especially important to respect gender pronouns in health care settings as people are usually at their most vulnerable.</p> <p>Gender pronouns are an important part of an individual's identity and gender expression, and for the LGBTQIA+ community, they're often one part of a long journey of self-discovery. Correctly using their pronouns is a great and straightforward way to show your respect for their identity.</p> <p>In the context of care settings, it's important for clinicians to learn as much about their patients as possible to create an identity-centered care plan. This lends itself toward comprehensive treatment and unlocks better patient outcomes, retention, and satisfaction.</p>
<b>4. Am I required to use a pronoun rider on my ID badge?</b>	<p>While delivering respectful and compassionate work and patient experiences, including the use of an individual's displayed or shared pronouns, is an expectation of all, choosing to attach the pronoun badge rider is voluntary.</p>
<b>5. How do I use gender pronouns when speaking to others and caring for patients?</b>	<p>Clinicians can start by visually displaying their pronouns and by not making assumptions about their patients' names or pronouns. Below are scripts to guide you:</p> <ul style="list-style-type: none"> <li>• <b>When introducing yourself say:</b> “My name is _____. What name do you prefer to be called?” <b>or</b> “How may I respectfully refer to you?”</li> <li>• <b>When talking with people say:</b> “How can I help you today?” <ul style="list-style-type: none"> <li>- Don't assume a gender is based on how someone presents.</li> <li>- Avoid using prefixes such as Mr., Miss, Mrs., Sir/Madam unless the patient indicates they prefer it.</li> </ul> </li> </ul>

<b>6. How should I respond if a patient expresses concerns about me or another team member wearing the pronoun badge riders.</b>	<p>If a patient expresses discomfort or dislike regarding you or another team member wearing gender pronouns badge riders, it's important to respond with empathy, respect, and a focus on our values and commitment to inclusion in our patient care.</p> <p><a href="#">Here are suggested ways to respond:</a></p> <p><i>"I appreciate you sharing your thoughts with us. We believe it's important to create a welcoming and inclusive environment for all at Augusta Health, including our patients and staff. The pronouns on our badges help us to respect and acknowledge each person's identity, which is an important part of the care and respect we strive to provide here."</i></p> <p><i>"We are committed to making sure all our patients feel comfortable and respected. If there's anything specific that we can do to make your experience better, please let us know, and we'll do our best to accommodate your needs."</i></p>
<b>7. If I want to use a pronoun badge rider, what are the options?</b>	<p>Badge riders will be available with common pronouns (he/him, she/her, they/them). Upon request, customizable options for other pronouns can be arranged.</p>
<b>8. How do I request and receive a pronoun rider?</b>	<p>Leaders will be reaching out to their teams to collect team members' preference in participating, and if so, which pronoun selection they would like. Leaders will submit that information electronically to the DEA&amp;I team then pick up and deliver to their teams once they are ready.</p>
<b>9. How can I learn more about the importance of using correct pronouns, gender inclusivity and respectful communication with patients and fellow team members?</b>	<ul style="list-style-type: none"> <li>• <a href="#">Using Pronouns in a Clinical Setting video</a> short 1 minute overview about the importance of using pronouns.</li> <li>• <a href="#">National Institute of Health article</a></li> <li>• <a href="#">Human Resources &amp; Services Administration article</a></li> <li>• Visit the <a href="#">Investing in Us web page</a> and scroll down to the DEA&amp;I section to learn more.</li> </ul>
<b>10. How can I get a pronoun rider in the future?</b>	<p>These pronoun badge riders will be available upon request from our Security team who are supporting this initiative on an ongoing basis after our initial launch.</p>
<b>11. Who can I contact if I still have questions?</b>	<p>Contact us at <a href="mailto:HumanResources@AugustaHealth.com">HumanResources@AugustaHealth.com</a>, or 540-332-4700. We are here to help!</p>