



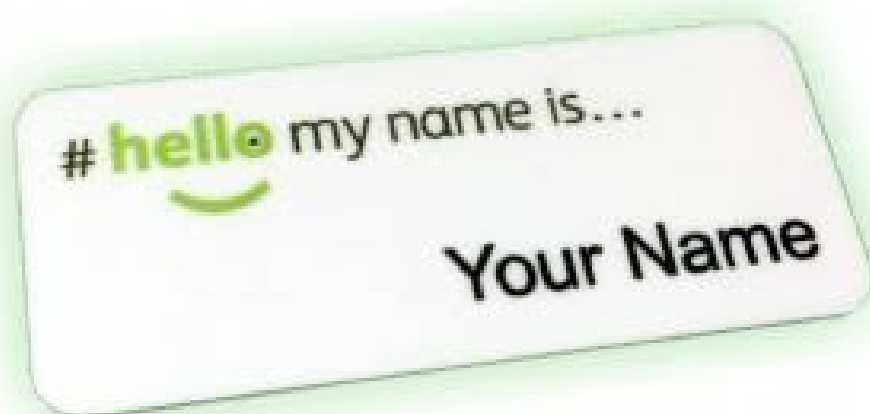
RH EDI Corner

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The recent **#hellomynameis (HMNI) campaign** is a great initiative to help us connect with our patients. The goal is to remind us to introduce ourselves to patients, explain our roles in the health care system, and describe what we are about to do. This simple act makes a huge difference to the patient experience, and it gives us an opportunity to tell patients who we are and how we would like to be addressed. Some of us prefer using our first names, some of us prefer that patients address them with “Dr.” Whatever your preference, patients also have preferences to the way they would like to be addressed and I think we can further improve the patients’ experience by ensuring we know what name they would like us to use.

In the past, I would pick up a chart, look at the name and either say “Ms./Mr XXX” or use the first name that was listed. Using this approach makes many assumptions about the patient, but most importantly it often incorrectly assumes that the patients prefers using their legal name. Recently, I changed my practice and now begin by introducing myself, my role, and simply asking their name.

**“Hi, I’m Kevin/Dr. Shi, I’m one of the emergency doctors.
What’s your name?”**



Since changing my practice, I have noticed that roughly 20–30% of the patients I see prefer that I call them a different name than the one listed legally on their chart. It could be their middle name, a short form of their first

name (eg, Mike, vs. Michael), an anglicized name, or something totally different. This is often the case, regardless of gender, cultural background or other diversities. I’m sure many of you can relate to having a preferred name that is different from their legal name on the chart. It makes me wonder how many patients over the years have not bothered correcting me when I use their legal name.

We all have preferences to the way we are addressed, so it only makes sense for us to address patients using their preferred name. I encourage you all to ask your patients “What’s your name?”. Many of us struggle with other strategies to address equity diversity and inclusion, but this is one of the simple things we can all relate to and do to create a more inclusive environment for everyone. Perhaps moving forward, the **#hellomynameis (HMNI) campaign** should also include **“What’s your name?”**