



Collecting Sensitive Information and Respecting LEP Individuals

When gathering information from LEP patients, particularly sensitive information, you can take steps to ensure that the interaction is positive and yields accurate data. For example, during this interaction you can:

- Explain why they are requesting the information so that the patient feels more comfortable disclosing the information.
- Calm fears of discrimination by assuring the patient that the information is being collected so your organization can better serve his or her language and cultural needs.
- Ask the patient directly about his or her needs to prevent profiling or stereotyping, such as making assumptions based on a patient's appearance, name, or address.
- Emphasize your organization's commitment to maintaining patient confidentiality.
- In respecting your patients, also be respectful of those who do not wish to disclose this information to you.

Adapted from

OMH, DHHS, *Improving Access to Health Care*, 2003