Opposing Racism, Intolerance & Bias

Compassion and Care in a Time of Heartbreak, Fear and Anger

Things to Know

- Racism and bias are incompatible with goals of maintaining a safe, diverse and inclusive environment
- Actively embody respect and inclusiveness
- Consider your own biases
- Do not be silent when racism, intolerance or bias is present

Things to Do

- Some patients have experienced oppression, racism and bias
  - Honor their perspective and life experience, listen, empathically reflect, and reassure
  - “You’ve experienced racism before and seeing all this unrest has been hard.”
  - “You worry that because of your race you’re going to be treated differently.”
  - “I want to assure you that nothing is more important to us than caring for you.”

- Any patient or visitor requests based on race are inappropriate
  - For example: “I just want see a doctor that looks like me.”

- Instances of racist and biased behavior by patients and visitors are not uncommon
  - Set boundaries and expectations for patients and visitors:
    - “We’re committed to an environment of mutual respect. Your comment about race is inappropriate.”
    - “Mr. Jones, your comments are disrespectful. If it happens again, we will be canceling your appointment.”