

Words are powerful. Pronouns matter.

Oak Valley Health, Southlake Regional Health Centre, Stevenson Memorial Hospital



York Region, ON (August 10, 2022) – Oak Valley Health, Southlake Regional Health Care, and Stevenson Memorial Hospital are proud to announce the addition of pronouns into their electronic health records system, MEDITECH.

Starting August 10, 2022, all three organizations will be asking “would you like to share your pronouns?” at patient registration.

Understanding and recognizing gender identities is important to delivering inclusive, patient-centred health care. Using pronouns correctly is a sign of safety and respect – an environment all three organizations strive to achieve. All members of a health care organization – front-line staff, clinicians, and administrators – play a crucial role in offering an inclusive, affirming experience for all people, including those with non-binary gender identities.

One way to assure proper pronoun use is to collect this information from the start. Once the patient provides consent for their identified pronoun to be used, it will be entered into the shared platform and the pronouns will be used by the care team.

The goal is to improve care for LGBTQ2S+ people through new features in MEDITECH, including adding pronouns, which will follow the patient through every encounter.

“We have already heard positive feedback from our staff and patients, about how meaningful this small action will be for our community. This is a step in the right direction,” says Jo-anne Marr (she/her), President & CEO, Oak Valley Health. “Asking a person’s pronouns serves as a statement about the value our organization places on individual identity and supporting both our health care workers and our patients in being their authentic selves.”

“At Southlake we are committed to creating a more inclusive and equitable space for all and we are thrilled to be moving forward on this initiative with our hospital partners,” says Arden Krystal (she/her), President and CEO, Southlake Regional Health Centre. “Understanding and recognizing gender identities and using correct pronouns is important in creating an

environment where the best experiences happen for both staff and patients, which is something we strive to achieve every day.”

“This is a step forward for Stevenson in becoming a more inclusive health care organization,” says Jody Levac (he/him), President and CEO, Stevenson Memorial Hospital. “We want to ensure that every patient, visitor and staff member feels supported and recognized with regards to their personal identities, background, values and more when they come to Stevenson. Pronoun identification is a crucial element of good clinical care and is an important sign of respect. Proper pronoun use can also increase communication and trust with patients. We are very proud to launch this initiative with our hospital partners,” adds Levac.

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About Oak Valley Health:

[Oak Valley Health](#) is one of Ontario’s leading community health systems. Across our two hospitals, Markham Stouffville Hospital (MSH) and Uxbridge Hospital (UXB), as well as our Reactivation Care Centre (RCC), we provide high quality, patient-centred care to more than 474,000 patients each year. We offer diagnostic and emergency services and deliver clinical programs in acute care medicine and surgery, addictions and mental health, and childbirth and children’s services. We are proud to be part of the Eastern York Region North Durham Ontario Health Team (EYRND OHT).

Our 489 physicians, 28 midwives, over 2,900 staff and over 1,000 volunteers serve patients and families with an honoured to care mindset and are focused on delivering an extraordinary patient experience to the residents of Markham, Whitchurch-Stouffville, Uxbridge and beyond.

About Southlake Regional Health Centre:

Southlake is building healthy communities through outstanding care, innovative partnerships, and amazing people. We deliver a wide range of healthcare services to the communities of northern York Region and southern Simcoe County. Our advanced regional programs include Cancer Care and Cardiac Care and serve a broader population across the northern GTA and into Simcoe-Muskoka.

Our team of 6000 staff, physicians, volunteers, students and Patient and Family Advisors are committed to creating an environment where the best experiences happen. As a recognition of our commitment to quality and patient safety, we have received the highest distinction of Exemplary Standing from Accreditation Canada.

With an annual operating budget of over \$500 million, we care for one of Ontario's most rapidly growing and aging populations and have developed an exciting plan for new facilities to serve our communities into the future. A member of the Southlake Community Ontario Health Team, we are working with our partners to deliver connected care to northern York Region and southern Simcoe County. Southlake is supported by the communities we serve. To donate, please visit southlake.ca/foundation.

About Stevenson Memorial Hospital:

Stevenson Memorial Hospital (SMH) is a progressive, acute care, community-based hospital located in the Town of New Tecumseth servicing south Simcoe and surrounding communities. SMH offers 41 inpatient beds and a range of outpatient diagnostic and treatment services, including cataract, general surgery, maternal childcare and dialysis, as well as an Emergency Department with 24/7 coverage.



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