

Basic Principles of Culturally Sensitive Care of  
Sexual & Gender Diverse Patients (Including LGBTQ+)  
**Clinical Resource Guide**

**Resources:**

*\*Links may change, but a Search will identify these resources*

**Health Care Equity & CME:** [LGBT PA Caucus](#), [GLMA](#)

**Medical Care of SGM:** [Fenway Guide](#), [GLMA Guide](#)

**State PA Organizations** Diversity Committee

**Conferences:** [GLMA](#), [UCSF](#), [Fenway Transgender Health Conference](#), [Mazzoni Center](#), [LGBT PA Caucus](#),

**Medical Education:** [Preparing Future Physicians to Care for LGBT Patients: A Medical School Curriculum \(AAMC\)](#)

**Collecting SOGI Information:** [CDC](#)

**Transgender Care Guidelines:** [WPATH](#), [UCSF](#), [Fenway](#), [American Academy of Pediatrics](#)

**Gender Medical Consultation:** [TransLine](#)

**Infectious Diseases:** [CDC](#), local DOH (or [New York](#))

**Anal HPV & Paps:** [IANS](#), [UCSF \(HRA directory\)](#)

**Healthcare Equality Index:** [Human Rights Campaign](#)

**Staff Training:** [HEI Training Options - HRC Foundation](#), [Fenway Health National LGBTQIA+ Health Education Center](#)

**Legal Rights:** [Transequality.org](#), [Lambdalegal.org](#), [GLAAD](#)

**Support hotlines (24/7):** [The Trevor Project](#), [The National Suicide Prevention Lifeline](#), [Trans Lifeline](#)

**Books**

- Counseling Transgender and Non-Binary Youth: Irwin Krieger
- Trans Bodies, Trans Selves: A resource for the transgender community (2014)

**Movies/Documentaries**

- Disclosure (2020)
- A Secret Love (2020)
- Portrait of A Lady On Fire (2019)
- Moonlight (2018)
- Boy Erased (2018)
- Love Simon (2018)
- Vida (2018)
- Princess Cyd (2017)
- The Life and Death of Marsh B. Johnson (2017)
- Suited (2016)
- This is Me (2016)
- The T Word (2016)
- I Am Jazz (2015)
- Carol (2015)
- The Danish Girl (2015)
- Orange Is the New Black (2013)
- Blue Is the Warmest Color (2013)
- Trinidad (2008)

Gender	Subject	Object	Pronouns	pronunciation
Binary	She	Her	Hers	As it looks
	He	Him	His	As it looks
Neutral	They	Them	Theirs	As it looks
	Ze	Zir	Zirs	Zhee, Zhere, Zheres
	Ze	Hir	Hirs	Zhee, Her, Heres
	Xe	Xem	Xyrs	Zhee, Zhem, Zheres

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**Entry**

- **Front desk staff training** and standard greetings at the front desk
- **Non-discrimination policy:** Include sexual orientation, gender identity, & gender expression
- **Waiting room materials:** represent same-sex couples/families & gender diverse people
- **Bathroom signage:** Unisex bathroom signs, locate unisex bathrooms
- **Sticker or sign** to indicate inclusivity/sensitivity training
- **Recognize events:** Pride, World AIDS Day, Transgender Day of Remembrance
- **Ensure all staff are trained:** Front Desk, Call center, Food service, Medical staff, Providers/clinicians

**Forms**

- **Gender:** fill in the blank
- **Sex:** Capture assigned sex at birth
- **Pronouns:** fill in the blank
- **Sexual orientation:** not helpful
- **Relationship Status:** gender neutral options
  - Avoid “married-same sex” as a qualifier for relationship status

**Pronouns** “How would you like me to address you today”

- **Include on forms**
- **Identify** staff/providers
- **Documents** pronouns appropriately
- **Don’t assume** someone’s pronouns
- **If you don’t know, don’t use any pronouns. Use the person’s name. You’ll never go wrong.**

**Collect and Document SOGI (Sexual Orientation and Gender Identity) Data**

- [CDC guide](#)
- **Patient’s name** may not match documentation
  - Capture their name prominently (ie discharge papers)
  - Capture *documented* name only as needed (ie insurance)
- **EMRs can record** of gender, ASAB, pronouns, transition status, etc.
  - Know how to use this, and ask for it

**H&P**

- **Sex ≠ sexual expression ≠ gender expression**
- **Identify ways** in which to convey your willingness to discuss sensitive topics
- **Matter of fact** sexual history
- **Normalize** the questions you ask with all patients
- **Focus on anatomy** during sexual history
  - “What is touching where?”
- **Gender neutral terminology:** genitals
- **Determine your patient’s anatomy** and screen, treat, etc. appropriately
- **Patients may have adversarial relationship** with their anatomy
- **If you aren’t sure, ask**

**Discharge**

- **Identify LGBTQ+ medical & support services**
  - Gender affirmation services
  - Support centers or youth resources
  - Available services for seniors (housing, home care)
- **Include partners** in planning
- **Seek feedback** on referrals

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Thank you for joining us!

As someone who identifies as an ally, we have a simple challenge for you which should take up minimal time and support your most vulnerable patients. When you return, for your first week back, try to do each of the following:

1. Make 1 change to the entry/waiting area which indicated inclusivity.
  - Think magazines, advertisements displaying sexual or gender diversity.
2. Locate single bathroom in clinic, office, or department.
3. Use gender neutral language for 1 day (including writing notes).
  - Rephrase sentences to remove gender references, use the patient's name instead of pronouns or terms like "the patient" or "they." Use gender neutral anatomy, (ie "genitals" instead of "penis").
4. Add one LGBTQ+ friendly provider to your referral database.
  - May use a directory like GLMA or Lighthouse, but vet them well! Consider calling their office if you don't know them.
5. Review intake forms and update questions about gender (imagine how a gender diverse individual would feel completing these forms).
  - Separate sex assigned at birth and gender, add pronouns.

We genuinely thank you for your time & effort in being inclusive supporting our community.

-Jonathan Baker & Kerin Berger