

# Let's Talk About Inclusive Healthcare for the LGBTQIA+ Community

Healthcare providers will encounter LGBTQIA+ patients & colleagues.<sup>1</sup>  
 Creating an inclusive environment where LGBTQIA+ individuals feel safe & supported is essential for providing quality healthcare.<sup>1</sup>

## Inclusive & Affirming Language

Instead of this...

Say this...

Birth name <sup>2</sup>		<b>Legal name</b> If someone has legally changed their name, DO NOT ask about their deadname.
Sex/Gender		<b>Gender identity<sup>3</sup></b>
Biological sex <sup>1</sup>		<b>Sex assigned at birth</b>
Are you married? <sup>4</sup>		<b>Do you have a partner(s) or spouse?</b>
Mr, Mrs, Ms <sup>2</sup>		<b>Use their first name unless asked otherwise</b>
He, him, his, she, hers, her <sup>2</sup>		<b>Use self-identified pronouns</b> Default to "they, them, theirs" if someone does not specify

## Recommendations for Inclusive Forms & Policies<sup>5</sup>

- Include questions about sexual orientation and gender identity on registration forms to communicate knowledge and inclusion of LGBTQIA+ individuals
- Have write-ins for gender identity and pronouns so individuals can self-identify and not feel 'boxed in'
- Cross-check information using birthdate, phone number, and/or address when one's identified name & gender do not match insurance/medical records, and ask clarifying questions respectfully
- Use gender-neutral images if forms include images asking patients to identify areas of concern on their body
- Use inclusive language on forms that respects different relationship types and status, living arrangements, and support systems

References: 1. Premier Nursing Academy. <https://www.premiernursingacademy.org/resources/workplace-lgbtq-inclusive-language>. Accessed April 22, 2021 2. National LGBTQIA+ Health Education Center. <https://www.lgbthealtheducation.org/publication/affirmative-services-for-transgender-and-gender-diverse-people-best-practices-for-frontline-health-care-staff/>. Accessed May 11, 2021 3. GLAAD. [https://www.glaad.org/sites/default/files/allys-guide-to-terminology\\_1.pdf](https://www.glaad.org/sites/default/files/allys-guide-to-terminology_1.pdf). Accessed April 22, 2021 4. The Joint Commission. [https://www.jointcommission.org/-/media/enterprise/tjc/imported-resource-assets/documents/lgbtfieldguide\\_web\\_linked\\_verpdf.pdf?db=web&hash=1EC363A65C710BCD1D4E14ED120CB237](https://www.jointcommission.org/-/media/enterprise/tjc/imported-resource-assets/documents/lgbtfieldguide_web_linked_verpdf.pdf?db=web&hash=1EC363A65C710BCD1D4E14ED120CB237). Accessed April 25, 2021. 5. National LGBTQIA+ Health Education Center. <https://www.lgbthealtheducation.org/publication/focus-forms-policy-creating-inclusive-environment-lgbt-patients/>. Accessed April 25, 2021.