

creating safe spaces for LGBTQ+ patients

Here are some ways you can make your office a safe space for LGBTQ+ patients.

In the Waiting Room

- ☐ Friendly staff who's ready to assist LGBTQ+ patients and welcome transgender patients without hesitation.
- ☐ Forms that use gender-neutral language and include a space for preferred name and pronouns.
- ☐ Magazines and brochures that may be of interest to LGBTQ+ patients.
- ☐ Rainbow flags, pins, or other signs of support in visible locations.

During the Exam

- ☐ Ask whether your patient has a preferred name and/or pronouns and use them.
- ☐ Go beyond the chief complaint to find the root cause of symptoms.
- ☐ Build trust by listening to the patient's individual experience.
- ☐ Help patients understand what information they share with you is confidential.
- ☐ Proactively ask about gender identity and sexual orientation.
- ☐ Affirm that being LGBTQ+ is perfectly healthy.
- ☐ Ask about your patient's safety at home, work, and school.
- ☐ Be prepared to answer questions.
- ☐ Work with family members to build understanding and support at home.
- ☐ Have referrals ready for services that you can't or don't provide.

Outside the Office

- ☐ Honestly reflect on unconscious biases, perceptions, or fears that may be affecting the care you provide.
- ☐ Take Continuing Medical Education (CME) courses about issues facing the LGBTQ+ community.
- ☐ Learn about social determinants of health that contribute to health disparities for LGBTQ+ patients.
- ☐ Learn about the needs of transgender patients, which can vary greatly.
- ☐ Get involved with advocacy and support groups for the LGBTQ+ community.
- ☐ Attend your local Pride parade.