

Providing Inclusive Care for LGBTQ Patients

A Resource Guide for Clinical Settings



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Clinic Self-Assessment Checklist: LGBTQ Inclusiveness in Your Clinical Setting

Please consider each statement as it applies to your clinic setting. Check off all statements that accurately describe your agency/clinic. Technical assistance is available to support your agency/site in implementing LGBTQ-inclusive policies and practices.

Agency:

Email:

Employee Name:

Position:

I. Agency Protocols + Procedures

- Agency has a Patient Non-Discrimination Policy
- “Sexual Orientation” and “Gender Identity” are included in Patient Non-Discrimination Policy (or Bill of Rights) ★
- Non-Discrimination Policies are posted publicly (e.g. on website, in printed patient materials, in patient waiting areas)
- Agency has a policy/protocol related to Minor Consent & Confidentiality ★

II. Staff Training

- At least one key staff person(s) have received training in LGBTQ cultural competency/sensitivity ★
- A key staff person is designated as an LGBTQ-health point-person for the clinic/agency
- Key staff persons have received training on Minor Consent & Confidentiality
- Staff training emphasizes that LGBTQ identity/status is confidential patient information
- Patient satisfaction surveys (or other evaluation materials) allow patients to identify as LGBTQ

III. Information + Education Materials

- LGBTQ-inclusive materials are posted in the clinic setting (Safe Space posters/stickers, Posters featuring same-sex couples, transgender individuals, etc) ★
- Inclusive educational materials (fact sheets, brochures) about LGBTQ health concerns (Safer Sex/STDs, Mental Health, Substance Abuse) are available to patients ★
- Information about LGBTQ services and/or health concerns are available on the agency website

IV. Intake Forms + EMR

- Intake forms contain inclusive, gender neutral terms regarding relationships status (i.e. relationship, partner & spouse)
- Intake form designations for gender identity include options for transgender patients (e.g. check all that apply: male, female, transgender, FTM, MTF)
- EMR allows option to indicate if a patient's current gender identity differs from the sex shown on their birth certificate, identification and/or insurance ★
- EMR allows indicating a patient's sexual orientation, if they volunteer this information ★
- If your agency records information about patient's parents, intake forms and EMR allow for options other than "mother" and "father" to be inclusive of same-sex parents and other diverse families (e.g. parent/guardian 1, parent/guardian 2, parent/guardian 3)

V. Clinical Practices

- All providers conduct comprehensive sexual histories of all patients, which includes asking questions related to sex of partners ★
- All providers document sexual histories, including information regarding sex of partners, in EMR ★
- All providers are familiar with current screening recommendations for LGBTQ patients, particularly sexual health screening recommendations for MSM ★
- Facility includes one or more single-stall bathroom designated as a unisex bathroom, to assist transgender patients, patients accompanied by a different-sex child or attendant, and others

VI. Community Engagement

- Your agency/clinic has participated in or supported LGBT-related events or initiatives in its service area
- Your agency/clinic has participated in/commemorated an "LGBTQ holiday" (e.g. Pride, National Coming Out Day, National LGBT Health Awareness Week)

★ = Critical Recommendation