

GENDER-AFFIRMING PATIENT CARE

In a hospital setting



Gender diverse people access hospitals and undergo medical and surgical procedures for a variety of reasons, just like the rest of the population. **To ensure your patients have safer experiences and receive dignified care, prioritize safety and confidentiality by using the tips below.**



Many gender diverse patients use names and pronouns that are different from the legal name and gender marker on their ID or BC Services Card. It can be distressing to be referred to by a name or pronoun that is no longer used. If an incorrect name or pronoun is overheard by others, this can also pose safety risks for the patient.

Name Alert Bands

Name Alert bands are used for patients that use a name that differs from the legal name on their armband. Check Name Alert bands and refer to the patient only by this name.

Name Verification

Use this script when you need to verify a patient's legal name:

"I am going to be asking you to verify the name that you use, and also the legal name on your BC Services Card:

- *What name do you go by?*
- *Can you tell me the legal name on your BC Services Card?"*

Be discrete and offer the option of writing their legal name or showing ID if other people are around.

Pronouns

If the patient's pronouns are not listed on their Face Sheet, check in with them:

- *"Hi Simon, my name is _____ and my pronouns are _____."*
- *"I'm taking you into the OR. Can you tell me what pronouns you use?"*

Referring to Patients

Refer to patients by their last name. For example, call "Patient Brown" instead of "Sue Brown". Avoid the use of honorifics (Mr/Mrs/Ms/Sir/Ma'am) in person, over the phone, or in writing.

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Transfer of Accountability

Ensure the next clinician or unit caring for your patient is aware of their name and pronoun. Be respectful and discrete when sharing this information.

Washroom Access

Ensure your patient has a safe bathroom to use where they will not be harassed by other patients or visitors who may be confused by their gender. Provide access to gender-neutral, single stall, staff, or accessible washrooms.

Face Sheet

If Face Sheets are part of your work flow, check the name and pronouns your patient uses.

Speak with your manager about adding this information to your Face Sheet.



How to use these tips

Using these tips will help ensure you address and interact with all patients in ways that acknowledge and respect who they are.

- Use the patient's name and pronouns when addressing them.
- Use the patient's name and pronouns when talking to other staff.
- Use the patient's name and pronouns when talking to other patients.
- Use the patient's name and pronouns when talking to other visitors.
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Learn more about gender diversity by checking out the **Exploring Gender Diversity** course on the Learning Hub.