

CREATING A TRANS INCLUSIVE CLINIC

USE RESPECTFUL LANGUAGE

- Ask or confirm the patient's name used and pronouns (ex: she/her/hers, he/him/his, they/them/theirs). Use these when speaking with *and* about them (ie: requisitions, consults, referrals).
- Check in with patients about changes to their preferred name and pronouns.
- Before asking for preferred pronouns, consider sharing yours and/or wear a pronoun pin.

PROVIDE WELCOMING VISUAL CUES

- Post a non-discrimination statement.
- Post a rainbow flag or window sticker with colours symbolizing inclusion of trans people.
- Display brochures, posters, or educational materials about trans health concerns. It is important that inclusive signage be supported by inclusive behaviours and practices.

KEEP INCLUSIVE PATIENT RECORDS

- Customize forms to include space for patient's current gender identity, preferred name and pronouns.
- Record patient's gender identity, preferred name and pronouns on an easily visible section on the chart.
- Create a "pronoun pop-up reminder" in your EMR to remind staff of the patient's preferred pronouns.

INTRODUCE GENDER-NEUTRAL WASHROOMS

- The most user-friendly washroom is single-user, gender-neutral and accessible.
- Do not assume that a trans person wants to use a gender-neutral washroom. Provide options and allow the patient to decide.

ADDITIONAL TIPS

Initial Patient Encounter

- Because staff can't know if a patient is trans, affirming practices should be in place for all patients.
- Some trans patients may not have changed their legal name yet and being required to use the name on their BC Care Card can be very upsetting. Staff should first ask what name the patient uses, then gently explain that the written name on their care card is used to create a chart for them.
- When calling the patient to the exam room or office, staff should use their name used, which should be documented in their chart.

Other Notes

- Not all trans people use common pronouns. Some use neo-pronouns (ie: zir) and some may not use pronouns, in which case their name is used in place of a pronoun. These can be placed in the social history or other visible area on the chart.

Gender Diversity
Training for Staff

