



*"To be 'in charge' is certainly not only to carry out the proper measures yourself but to see that everyone else does so, too."* – Florence Nightingale

Important Points to Remember:

- a) Treat all patients with respect, regardless of their gender identity.
- b) Create an inclusive office/hospital environment.
- c) Remain non-judgmental in your tone of voice, posture, and verbiage.
- d) Before asking any personal questions, first ask yourself: "Is my question necessary for the patient's care, or am I asking it for my own curiosity?"
- e) Ask your patients what their gender is and what their preferred pronouns are. Only use gender pronouns if you are certain of the patient's gender identity and/or their pronouns.
- f) Ask your patient what their preferred name is and use it when addressing them.
- g) When you don't understand something, acknowledge it to your patient and ask them to clarify. Allow the patient to be the expert on themselves/ their lifestyle and not you, the provider.
- h) Continually evaluate yourself for personal biases that may affect your ability to effectively assess and treat LGBTQ+ patients.

Resources available to assist healthcare providers in providing culturally competent and humble care to the LGBTQ+ population:

[Diversity Nursing 2019 Glossary of Terms](#)

[Healthy People 2020](#)

[Gay and Lesbian Medical Association Communication Tips](#)

[Joint Commission LGBTQ Field Guide](#)

[How to care for the LGBTQ community's health issues](#)

[Community Standards of Practice for the Provision of Quality Health Care Services to Lesbian, Gay, Bisexual, and Transgender Clients](#)

[Transgender Health](#)

[10 Tips For Caring For LGBTQ Patients](#)

[Delivering Culturally Sensitive Care to LGBTQI Patients](#)

[LGBTQ-Sensitive Nursing Care for Youth](#)