TOP TEN CULTURAL COMPETENCE CONSIDERATIONS FOR THE CARE OF LGBT PATIENTS AND CLIENTS

Consider including education, training, support and referral resources related to the healthcare needs of lesbian, gay, bisexual, and transgender (LGBT) individuals in your practice setting.

1. Develop inclusive anti-discrimination policies based on sexual orientation and gender identity.

2. Create intake and healthcare history forms that use culturally inclusive language. For example, include "partnered" in addition to marital status categories.

3. Ensure the confidentiality of information related to one's sexual orientation and gender identity.

4. Do not assume clients will be forthcoming with information pertaining to their sexual orientation or practices. You may need to discern this by direct questioning or using open-ended questions (e.g., "some of my patients find it difficult to talk about their sexual orientation but it is important for me to understand your medical history in detail to provide you the best health care possible. Can you tell me about your sexual partner(s)/orientation?")

5. Do not presume your patients'/clients' are heterosexual.

6. Recognize the diversity of families, including those of same-sex couples.

7. Consider and be aware of legal issues related to healthcare proxy and custody rights for LGBT couples and families.

8. Acquire resource materials and referral resources for LGBT clients.

9. Understand the impact of being stigmatized on physical and mental health.

10. Consider what it would be like for an LGBT person to navigate your healthcare setting. Create an affirmative, inclusive environment of caring to support the individual's health and wellbeing through education, health promotion and actively engaging the individual in a safe environment.

SAMPLE ANTI-DISCRIMINATION POLICY STATEMENT

OUR POLICY

WE DO NOT DISCRIMINATE ON THE BASIS OF:

Age

Race

Sex

Religion

National Origin

Language

Education

Marital Status

Sexual Orientation

Gender Identity

HIV Status

or

Disability