



CHECKLIST FOR OPTIMAL CARE OF LESBIAN, GAY, BISEXUAL, TRANSGENDER (LGBT) CLIENTS

Client Rapport & Approach

- Use inclusive language on admissions/information documents and sexual/social history documentation
- If the client wants, include significant other(s) or family member of choice in healthcare discussions, as appropriate
- Use open-ended questions about health behaviors and healthcare needs
- Communicate a safe environment to facilitate discussion during interviews and “small talk”
- Make no assumptions about the client’s behavior or health needs. Ask the client what terminology they prefer to use to describe relationships, sexual behaviors, and health concerns. Use that terminology and their self-identified pronoun. If the client is legally married, do not assume heterosexuality or monogamy.
- Discuss confidentiality, including documentation and access to records; maintain confidentiality
- Respect the client’s wishes or needs to disclose (or not disclose) sexual orientation
- Provide access and referrals to resources and area services specializing in inclusivity/care of LGBT clients
- Advertise and promote your services within the community as an all-inclusive provider that is LGBT-affirming
- Be aware of your own bias, values and limits of knowledge
- Remember your commitment to ensuring quality care for all

Organizational Policies & Practices

- Train and routinely update providers, clinical and administrative staff regarding LGBT issues
- Prominently post a non-discrimination policy for employees and clients that includes sexual orientation and gender identity
- In waiting rooms and offices, include magazines, newspapers, posters/brochures that are inclusive of and specific to LGBT population
- Provide educational materials and screening services that are specifically geared to the LGBT population
- Advocate for all clients to enact durable powers of attorney for healthcare and respect those choices when implemented
- Review and revise policies, forms, and patient literature to eliminate heterosexual bias and heterosexism
- Revisit implementation and efficacy of confidentiality policies and procedures
- Review policies on confidentiality with all clients and staff, including administrative staff
- Form an advisory committee made up of staff and clients to address LGBT health issues
- Be an ally, confront heterosexism and oppression of the LGBT population when you see it