

Best Practices for a Transgender-Affirming Environment



BEST PRACTICES

EXAMPLES

When addressing patients, avoid using gender terms like “sir” or “ma’am.”

“How may I help you today?”

When talking about patients, avoid pronouns and other gender terms. Or, use gender neutral words such as “they.” *Never* refer to someone as “it”.

“Your patient is here in the waiting room.”

“They are here for their 3 o’clock appointment,”

Politely ask if you are unsure about a patient’s preferred name.

“What name would you like us to use?”

“I would like to be respectful—how would you like to be addressed?”

Ask respectfully about names if they do not match in your records.

“Could your chart be under another name?”

“What is the name on your insurance?”

Did you goof? Politely apologize.

“I apologize for using the wrong pronoun. I did not mean to disrespect you.”

Only ask information that is required.

Ask yourself: What do I know? What do I need to know? How can I ask in a sensitive way?