



ASPIRE NEWSLETTER SERIES ON RECOMMENDATIONS FOR PROVIDING CARE TO LGBTQ+ PATIENTS AND FAMILIES

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Optimizing Office Systems

Tips for how to best support LGBTQ+ patients:

- ❑ Ensure office forms, labels, patient portals, and EHRs observe inclusivity and confidentiality.
- ❑ Use EHR to identify and not share sensitive information through the patient portal, if possible.
- ❑ Query EHR vendors on how sexual orientation and gender identity information is collected and protected.

A pediatric primary care clinic developed methods of routine and private collection of sexual orientation/gender identity (SO/GI) and pronouns... SO/GI and pronouns were documented in 0% of teen acute visits at baseline, 70% after 6 months, and 90% during the 20-week sustainment measurement phase. [2]

For more information and resources, access the AAP clinical guidelines: <https://www.aap.org/en/patient-care/lgbtq-health-and-wellness>

“It was a little more like identity confirming so like gender confirming and it made me feel like you guys were trying to make an effort to understand our struggle as being trans and stuff.” [1]



Tip: Ensure that office forms do not presume heterosexuality or cisgender pronoun use of patients (or parents).

SOURCES

- [1] Guss, C. E., Eiduson, R., Khan, A., Dumont, O., Forman, S. F., & Gordon, A. R. (2020). “It’d Be Great to Have the Options There”: A Mixed-Methods Study of Gender Identity Questions on Clinic Forms in a Primary Care Setting. *Journal of Adolescent Health*, 67(4), 590–596. <https://doi.org/10.1016/j.jadohealth.2020.03.030>
- [2] McKinnish, T., Hunt, C., Weinberg, S., Perry, M., Seashore, C., Gold, S., & Vander Schaaf, E. B. (2022). A Quality Improvement Approach to Enhance LGBTQ+ Inclusivity in Pediatric Primary Care. *Pediatrics*, 150(2), e2021052125. <https://doi.org/10.1542/peds.2021-052125>