Cultural Competencies:  
*Healthcare and the LGBTQ Community*

**REMEMBER:**
- Ensure confidentiality
- Don’t assume, ask
  - “What name and pronouns do you use?”
  - “Are you sexually active? If so, with male or female partners, or both?”
  - “What sexual orientation do you identify with?”
- Use preferred name, not legal name, in patient interactions
- Update forms and health records to match preferred information
- Ask questions relevant to the patient’s medical history; avoid asking questions out of personal curiosity
- Be aware of body language and facial expressions
- If you make a mistake: apologize, learn, and move forward

**Be aware of health disparities for LGBTQ populations:**
LGBTQ populations often have higher prevalence of victimization, attempted suicide, homelessness, tobacco and alcohol use, mental health issues, and HIV and STI infections.
PROVIDER RESOURCES

- OutList: identify yourself as an LGBTQ-competent provider
  outcarehealth.org/join

- National LGBT Health Education Center: cultural competency education
  lgbthealtheducation.org

- Healthcare Equality Index (Human Rights Campaign): benchmark of LGBTQ inclusion and equity in healthcare facilities
  hrc.org/hei

- LGBT Mental Health Syllabus (Association of Gay & Lesbian Psychiatrists): educational modules on LGBT mental and developmental health
  aglp.org/gap

- The Joint Commission: Field Guide to Improved LGBTQ Healthcare Quality
  jointcommission.org/lgbt

For more information or to order more copies of this brochure, call Stacie Steinbock at (502) 852-5861 or email lgbthsc@louisville.edu.

PATIENT & COMMUNITY RESOURCES

- OutList for Patients: find LGBTQ-competent providers in your area
  outcarehealth.org/outlist

- Louisville Youth Group: support group for LGBTQ youth ages 14-20
  louisvilleyouthgroup.com

- PFLAG: support group for parents and friends of LGBTQ people
  pflaglouisville.org

- Louisville AIDS Resource Center: provides oral healthcare to HIV/AIDS patients at several Greater Louisville Locations
  (502) 852-1267

- 550 Clinic: provides medical care to HIV/AIDS patients
  (502) 561-8844

- Centerstone of Kentucky: counseling services; addiction and recovery support
  centerstoneky.org

- Louisville Veterans Affairs (VA) Medical Center: provides education and healthcare to LGBT veterans