

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/hej
- 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