



## Working with Transgender and Gender Non-Conforming Patients

### **Registration/EPIC**

1. Sex
  - a. When asking for the sex of a patient, remember that the sex assigned at birth may not align with the patient's gender identity.
  - b. Ask what for the patient's preferred gender pronoun. Be sure to use this pronoun throughout the call. You can also use "they" and avoid pronouns by using the patient's preferred name only.
  - Do: Ask "What was the sex assigned at birth?"
  - Do: If you mistakenly use the legal name of the patient, correct yourself.
  - Don't: Assume that the patient's gender identity aligns with their sex assigned at birth.
  - Don't: Assume that because the patient has a female or male sounding name that they identify with their sex assigned at birth.
  
2. Name
  - a. When you register a patient—ask for the legal name. Use this name in the "Name Field" in Epic.
  - b. Ask what the patient's preferred name is and use this name throughout the call. You may enter this name in the "Nickname" field in Epic.
  - Do: If you mistakenly use the legal name of the patient, correct yourself.
  - Don't: Ask what a patient's "real" name is.
  - Don't: Refer to someone as "it".

### **Quick Tips**

1. When addressing patients, avoid using gender terms like "sir" or "ma'am."  
Example: "How may I help you today?"

2. Politely ask if you are unsure about a patient's preferred name.  
Example: "What name would you like us to use?" or "I would like to be respectful—how would you like to be addressed?"

3. Ask respectfully about names if they do not match in your records.  
Example: "Could your chart be under another name?" or "What is the name on your insurance?"

4. Did you make a mistake? Politely apologize.  
Example: "I apologize for using the wrong pronoun. I did not mean to disrespect you."

5. 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?

If you have questions/concerns please contact Jennifer Leininger  
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