



NATIONAL LGBT HEALTH
EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE

LGBT Health Line

News from the National LGBT Health Education Center

SO/GI Office Hours

Join us to discuss progress and questions
on how to collect data on sexual orientation
and gender identity in EHRs

Date: Tuesday, December 20th 12pm ET

We are excited to host another session of SO/GI Office Hours for health center staff. SO/GI Office Hours will be a one-and-a-half hour session featuring Dr. Harvey Makadon, Director of Education and Training Programs at the Fenway Institute, and Chris Grasso, MPH, Associate Director of Informatics and Data Services, Fenway Health.

Dr. Makadon and Ms. Grasso will be available to answer questions, detail recommended practices, and describe strategies for adding SO/GI questions to registration documents, integration into EHRs, and appropriate staff training on how to collect the data.

As part of SO/GI Office Hours, we invite you to [submit questions in advance of the session](#). Dr. Makadon and Ms. Grasso will review the submissions in an effort to group similar questions together and gauge what kinds of questions are most relevant for health centers. Participants will also have the opportunity to type in questions live during office hours.

We strongly recommend [watching our webinar "Do Ask, Do Tell! Collecting Data on Sexual Orientation and Gender Identity in Health Centers"](#) before participating in office hours. This webinar covers the barriers to care that many LGBT people face, describes inequities in health outcomes for LGBT people, and details both how and why to collect SO/GI data in electronic health records. It is available live and on-demand and provides free CME/CEU credit.

Briefs and Publications



Affirmative Care for Transgender and Gender Non-Conforming People:

Best Practices for Front-line Health Care Staff

Updated Fall 2016



"Affirmative Care for Transgender and Gender Non-Conforming People: Best Practices for Front-line Health Care Staff"

Fall 2016 Update

Front-line staff play a key role in creating a health care environment that responds to the needs of transgender and gender non-conforming (TGNC) people. Everyone, no matter their gender identity or expression, appreciates friendly and courteous service. In addition, TGNC people have unique needs when interacting with the health care system. Many TGNC people experience stigma and discrimination in their daily lives, including when seeking health care. Issues and concerns from TGNC patients often arise at the front desk and in waiting areas because those are the first points of contact for most patients. These issues, however, are almost always unintentional and can be prevented by training all staff in some basic principles and strategies.

This document, updated in Fall 2016, was developed as a starting point to help train front-line health care employees to provide affirming services to TGNC patients (and all patients) at their organization. Part 1 of this document provides background information on TGNC people and their health needs. Part 2 provides tips and strategies to improve communication and create a more affirming environment.

[View/download the brief \[PDF\].](#)

Recent SO/GI Webinars

Collecting Data on Sexual Orientation and Gender Identity: Data Integrity and Quality Improvement



Lesbian, gay, bisexual, and transgender (LGBT) people face many health disparities and stigma in health care. Despite this, LGBT people remain largely invisible to their providers. Collecting sexual orientation and gender identity (SO/GI) data of new and returning patients is critical for health centers and other health care organizations to provide a welcoming, inclusive environment of care; and to provide high-quality care to all patients. This webinar will teach participants how to recognize and address SO/GI data issues from the electronic health record. At the end of the session, participants will have the tools to monitor SO/GI data collected from their own EHRs.

Faculty:

Chris Grasso, Associate Director of Director for Informatics & Data Services, The Fenway Institute

[Watch Now](#)

Add me to your mailing list!

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