

# PHARMACY CARE FOR 2SLGBTQ+ PATIENTS

Rainbow Resource Centre | Winter 2025

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## INITIALISM

**2S** - Two-Spirit; **L** - Lesbian; **G** - Gay; **B** - Bisexual; **T** - Transgender; **Q** - Queer / Questioning;  
**+** - Additional Identities (Non-binary; Pansexual; etc.)

## KEY CONCEPTS

**Sex Assigned at Birth:** Classification based on biological characteristics including chromosomes, hormones, internal reproductive organs, and external genitalia

**Gender Identity:** Internal sense of self and individual definition of what it means to be a man, woman, non-binary, genderfluid, etc.

**Gender Expression:** Communication and presentation of gender, including hair, clothing, body language, names, and pronouns.

- types of gender transitions: social, medical, legal

**Attraction:** Emotional, intellectual, spiritual, romantic, and/or sexual interest in others.

**Culture:** Recognizing Indigenous Peoples' understanding of gender / attraction diversity and the harmful impacts of colonization on traditional, inclusive views.

## BEST PRACTICES

**Use gender inclusive intake forms**

- avoid male/female intake forms
- provide options for clients to self-identify

**Default to gender neutral language**

**Confirm which language would make clients feel most comfortable and affirmed**

**Ensure you know when to use which name:** insurance, correspondence, medication labels

**Become aware of and work to address biases and assumptions about 2SLGBTQ+ community**

**Stay up-to-date with community-specific needs**

- Hormone / drug interactions
- Intersectional identities require person-centred care
- Advocate on behalf of the 2SLGBTQ+ community

**Correct your mistakes**

- Listen
- Correct yourself
- Continue the conversation
- Act differently

## INCLUSIVE LANGUAGE

### Default to gender-neutral language

- Default to 'they/them' pronouns
- Use gender neutral terms when referring to relationships (partner, guardian, etc.)
- Opposite sex, both genders Male, Female, Intersex, another gender

### Ask which name and pronouns to use

- Ask everyone - don't try to guess if someone is trans / queer
- Incorporate it into general information confirmation
- Make it part of your procedure, not a choice

## FORMS

- Mr. / Mrs. / Miss / Ms. / Ma'am / Sir avoid using, instead use: Mx. ("mix") / Dr. / etc.
- Include: legal name, chosen name, pronouns, sex assigned at birth\*, gender identity
- Explain why you are collecting info and include a confidentiality and inclusivity statement
- Only include questions that are necessary for care (\*is it relevant to know the patient's sex assigned at birth for care?)

## PHYSICAL SPACES

- Use inclusive visible messaging (abilities, families, identities, ages, genders, etc.)
- Gender inclusive washrooms / rooms

## POLICIES

- Promote inclusive recruitment and retention practices
- Request ongoing inclusive trainings
- Review and become familiar with current inclusivity policies
- Contact 2SLGBTQ+ organizations for further consultation

## LEARN MORE

Providing more options to self-identify allows for increased patient participation when providing information (Cahill & Makadon, 2014)

<https://www.liebertpub.com/doi/abs/10.1089/lgbt.2013.0001>

Creating a safe and welcoming clinical environment

<https://transcare.ucsf.edu/guidelines/clinic-environment>

Transgender and Gender Diverse Pharmacy Resource Guide

<https://www.thehrcfoundation.org/professional-resources/transgender-pharmacy-guide>

World Professional Association of Transgender Health Standards of Care

<https://wpath.org/publications/soc8/>

Trans Journalists Association

<https://styleguide.transjournalists.org/>