Gender diverse people access hospitals and undergo medical and surgical procedures for a variety of reasons, just like the rest of the population. **To ensure your patients have safer experiences and receive dignified care, prioritize safety and confidentiality by using the tips below.**

Many gender diverse patients use names and pronouns that are different from the legal name and gender marker on their ID or BC Services Card. It can be distressing to be referred to by a name or pronoun that is no longer used. If an incorrect name or pronoun is overheard by others, this can also pose safety risks for the patient.

### Name Alert Bands

Name Alert bands are used for patients that use a name that differs from the legal name on their arm band. Check Name Alert bands and refer to the patient only by this name.

### Name Verification

Use this script when you need to verify a patient’s legal name:

“I am going to be asking you to verify the name that you use, and also the legal name on your BC Services Card:

- **What name do you go by?**
- **Can you tell me the legal name on your BC Services Card?”**

Be discrete and offer the option of writing their legal name or showing ID if other people are around.
GENDER-AFFIRMING PATIENT CARE
In a hospital setting

Transfer of Accountability
Ensure the next clinician or unit caring for your patient is aware of their name and pronoun. Be respectful and discrete when sharing this information.

Washroom Access
Ensure your patient has a safe bathroom to use where they will not be harassed by other patients or visitors who may be confused by their gender. Provide access to gender-neutral, single stall, staff, or accessible washrooms.

Times of Greater Vulnerability
Patients are most vulnerable to being called by the wrong name, pronoun, or gender at the following times:

- When not wearing gender-affirming garments (chest binders or breast forms, wigs, jewelry etc.)
- When not wearing make-up or able to remove their facial/neck/chest/body hair
- When they have removed facial/body hair to make self-care simpler
- During transfer of accountability from one unit to another
- During assessments
- During shift change

Face Sheet
If Face Sheets are part of your work flow, check the name and pronouns your patient uses.

Speak with your manager about adding this information to your Face Sheet.

Using these tips will help ensure you address and interact with all patients in ways that acknowledge and respect who they are.

Learn more about gender diversity by checking out the Exploring Gender Diversity course on the Learning Hub.

www.transcarebc.ca