



CHECKLIST FOR SENSITIVE GENERAL PRACTICE CARE FOR LESBIAN, GAY AND BISEXUAL PEOPLE

This checklist can be used alongside the Guide to Sensitive Care for LGB People Attending General Practice for individual clinics to self-audit and highlight areas for improvement.

Recommendation ¹	Scoring ²	Your Score
Principles		
<i>Cultural competency and the social model of health</i>		
Care is person-centered	1	
Sexual orientation is viewed as a social-cultural issue	2	
<i>Awareness of the LGB population</i>		
Assumptions of heterosexuality are avoided	1	
Sexual orientation is understood to be fluid and dimensions of identity, attraction and behaviour not necessarily congruent	2	
Clinic is inclusive of LGB families	2	
<i>Supporting LGB staff</i>		
LGB staff are affirmed	1	
LGB staff are hired under an affirmative action policy	2	
Inclusive Clinical Environment		
<i>Overt signs/displays</i>		
Rainbow sticker is displayed	1	
Posters and brochures specific to LGB health are displayed	2	
LGB magazines and newspapers are available	2	
<i>Receptionists and other staff</i>		
Sensitive language is used and positive attitudes are displayed	1	
<i>Paperwork</i>		
Intake forms are inclusive and culturally appropriate	1	
<i>Policies and procedures</i>		
Clinic anti-discrimination policy includes sexual orientation	1	
Policy is visible to patients in the waiting room	1	
Complaints procedures are available	1	
LGB people are involved in providing feedback, and service planning	2	
Documentation		
<i>Medical notes and referral letters</i>		
Permission is sought to document sexual orientation	1	
The patient is informed about what is written	1	
<i>Emergency contacts</i>		
Patient is asked to identify their emergency contact person	1	

¹ Recommendations published in: McNair R, Hegarty K. A systematic review of guidelines for the care of lesbian, gay and bisexual people in primary care settings. *Annals of Family Medicine*, 2010; 8 (6): 533-541.

² Level of inclusiveness score: 1 = minimum requirement, 2 = very inclusive

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Provider-Patient Communication		
<i>Attitudes</i>		
Overtly non-judgmental	1	
Affirming	2	
Challenge negative attitudes in colleagues	2	
<i>Language</i>		
Gender-neutral, culturally aware, inclusive	1	
Patient's terms are clarified and used	1	
<i>Interviewing skills</i>		
Inclusive of same-sex partner	1	
Inclusive of non-biological parent	1	
Sexual history is normalised by asking all patients when relevant	1	
Confidentiality is assured	1	
<i>Disclosure</i>		
Clinician facilitates disclosure and explains why is asking	1	
Reactions to disclosure are positive	1	
Direct inquiry about sexual behaviour/identity is made when relevant	1	
Non-disclosure is respected	1	
Referral		
LGB support groups and information networks are referred to	1	
LGB sensitive specialists and allied health workers are known	2	
LGB specific health care providers are accessed	2	
Staff training		
<i>Receptionists are trained in</i>		
Confidentiality and the use of appropriate language	1	
<i>Clinicians are trained in</i>		
The impact of sexual orientation based discrimination on health	1	
Appropriate screening for LGB people including Pap tests, STIs	1	
Specific issues regarding mental health, substance use, sexual health	2	
Specific life-stage issues including coming out, fertility and parenting, relationships, and ageing	2	
Population health		
Health promotion initiatives are inclusive of LGB people	1	
The clinic is marketed to the LGB community	2	
LGB agencies are consulted for advice and referral networks	2	
Clinicians advocate for LGB patients experiencing discrimination	2	
Score indicating a minimum standard in LGB sensitivity		28
Score indicating the highest level of LGB sensitivity		60