**SO/GI Work Group – Scripts for practice**

**Example 1**

MA - “We need to ask some new questions of you so we can provide you with the best care possible. Because we are a Community Health Center, we are required to collect data on gender and sexual orientation. Is it okay that I ask you questions about those things?”

Patient – “What does this have to do with my back pain?”

MA – “Here at \_\_\_\_\_\_\_ we care for the whole person, and that includes asking about things such as race, ethnicity, gender and sexual orientation. For some patients, having resources to support them can be a matter of life and death”

Patient – “Sigh, okay, what are the questions?”

MA – “This will just take a second, do you think of yourself as straight or heterosexual, gay or homosexual, bisexual, or something else?”

Patient – “Straight! I’ve been married for 45 years…”

MA – “I bet you have lots of stories to share about being married that long. Now the next question is about gender, do you identify as male, female or transgender?”

Patient – “Male of course!”

MA – “Great, is that the same gender that you were born with?

Patient – “Yes, I’ve been a guy my whole life”

MA – “Great, would you like us to add your pronouns to your medical record? For example, pronouns can be he/his/him or she/her/hers. Is there a pronoun you would prefer?”

Patient – “I never thought about it but he/his/him works for me”

MA – “Thank you”

**Example 2**

MA – “We need to ask some new questions of you so we can provide you with the best care possible. Because we are a Community Health Center, we are required to collect data on gender and sexual orientation. Is it okay that I ask you questions about those things?”

Patient – “what does sex have to do with anything?”

MA – “Here at \_\_\_\_\_\_\_\_\_ we care for the whole person, and that includes asking about things such as race, ethnicity, gender and sexual orientation. For some patients, having resources to support them can be a matter of life and death

Patient – “No, I am not here to talk about those things with you”.

MA – “It is fine to decline to answer the questions, or the provider can ask you the questions if you prefer. We don’t mean to offend anyone, and I know these are sensitive topics, we just want to provide support and resources to all of our patients, and having this information helps us to do just that.”

Patient – “Okay, the provider can ask me”

MA – “Great, I’ll make a note of that so they can do that, let’s move on”

**Example 3**

MA – “We need to ask some new questions of you so we can provide you with the best care possible. Because we are a Community Health Center, we are required to collect data on gender and sexual orientation. Is it okay that I ask you questions about those things?”

Patient – “…Um, my kids are here with me”

MA – “no worries, I have this chart and you can simply read the questions and point to your response, will that work for you?” (*This is where we have a laminated table in each exam room with the SO/GI questions and folks can just read and point to their appropriate answer…thoughts? Think about this like asking Federal Poverty Level info)*

Patient – “Sure, I can do that”

MA – produces laminated table and points to the questions and the patient points to the answer

Patient – “This is awkward, what is a pronoun?” as she points to the responses on the table

MA – “A pronoun is simply a way of addressing someone, like he/him/his or she/her/hers. Does that help?”

Patient – “oh, if you put it that way then I use the girl ones”

MA - “Thanks for trusting us with this information. We want to be able to wrap our patients in appropriate resources and care, and this information helps us do just that.”

**Example 4**

MA – “We need to ask some new questions of you so we can provide you with the best care possible. Because we are a Community Health Center, we are required to collect data on gender and sexual orientation. Is it okay that I ask you questions about those things?”

Patient – “Sure”

MA – “Do you think of yourself as straight or heterosexual, gay or homosexual, bisexual or something else?”

Patient “WHOA, that is mighty personal young lady”

MA – “I understand that these are sensitive questions, but here at \_\_\_\_\_\_\_ we care for the whole person, and that includes asking about such things as race, ethnicity, gender and sexual orientation. For some patients, having resources to support them can be a matter of life and death”

Patient – “Sigh, I am straight, are there resources here to support straight people?”

MA – “Yes, we support all patients here. Now let’s chat about your gender. Do you identify as male, female or something else?

Patient – “Wait just a second, who do you think I am?!”

MA – “I am making no judgements on you at all; our intent here is to make sure we are able to connect our patients to resources and support they need to get and stay healthy, that’s all.”

Patient – “Sigh, I’m male”

MA – “Great, thanks for that. Do you have a pronoun you would like to use? For example, my pronouns are \_\_\_\_\_\_; do you have one you’d like us to use?

Patient – “the male one”

MA – “Great, thanks for bearing with me as we get through these questions. Now, how can we help you today?”

**Example 5**

MA - “We need to ask some new questions of you so we can provide you with the best care possible. Because we are a Community Health Center, we are required to collect data on gender and sexual orientation. Is it okay that I ask you questions about those things?”

Patient – *flushing*…”uh okay”

MA – “Do you think of yourself as straight or heterosexual, gay or homosexual, bisexual or something else?”

Patient – *stammering*…”I guess gay?”

MA – “Great, thanks for trusting me with that information. It will help us surround you with resources and support that you need”

Patient – *starting to cry*…”Will you tell anybody?”

MA – “No, this is part of your confidential medical record, and your provider will know so we can provide you with the best support and medical care we can. Can I ask you about gender?”

Patient – “What is gender? Isn’t that sexual orientation?”

MA – “An easy way to remember gender is that is how you feel in your heart and your head, how you see yourself. Your sex is your physical biology, and sexual orientation is whom you are typically attracted to. Does that make sense?”

Patient – “Okay, so what are my gender options?”

MA – “great question, gender options are male, female, transgender, or neither male nor female also known as gender neutral or gender queer. Do feel like any of those terms describe you?”

Patient – “I don’t feel like a boy or a girl, so I guess the neutral one”

MA – “Thanks for answering these questions for us; I will share this information confidentially with your provider. They may have more questions about how we can support you, is that okay?”

Patient – “yes”

MA – “great, let’s move on”