



Case Practice

Case 1: Nonbinary Patient Seeking Hormone Therapy

Scenario: A 22-year-old nonbinary patient named Taylor presents to your clinic to discuss the possibility of starting hormone therapy. They express that they don't identify as either male or female and would like to achieve physical changes that align with their nonbinary identity. However, the patient is unsure about the specifics of what they want in terms of hormones and asks for guidance on navigating their options. They've had negative experiences with other providers who pushed binary transition models, and they fear the same experience at your clinic.

Discussion Points:

- **Queer Theory Lens:** How does this case challenge binary assumptions in healthcare?
- **Provider's Response:** How do you approach this conversation in a way that avoids pathologizing or prescribing a binary model? What questions would you ask to understand Taylor's goals without assuming they fit within typical masculinization or feminization treatments?
- **Cultural Considerations:** How might societal norms about gender influence Taylor's uncertainty? Are there external pressures (family, peers, media) impacting their decision-making, and how do you create a safe space for open exploration?
- **Best Practices:** Discuss providing information about nonbinary-affirming options, such as low-dose hormone regimens or non-binary-specific body modifications. How can you ensure Taylor feels empowered to explore their identity without pressure?

Case 2: Transgender Woman Navigating Primary Care

Scenario: Sophia, a 45-year-old transgender woman, comes in for her annual physical. She has been on estrogen therapy for the past three years and has undergone gender-affirming surgery. During the visit, the clinician asks questions about her surgical history, but these questions feel invasive and unrelated to the care she's seeking today. Sophia becomes visibly uncomfortable but does not express her concerns to the clinician.

Discussion Points:

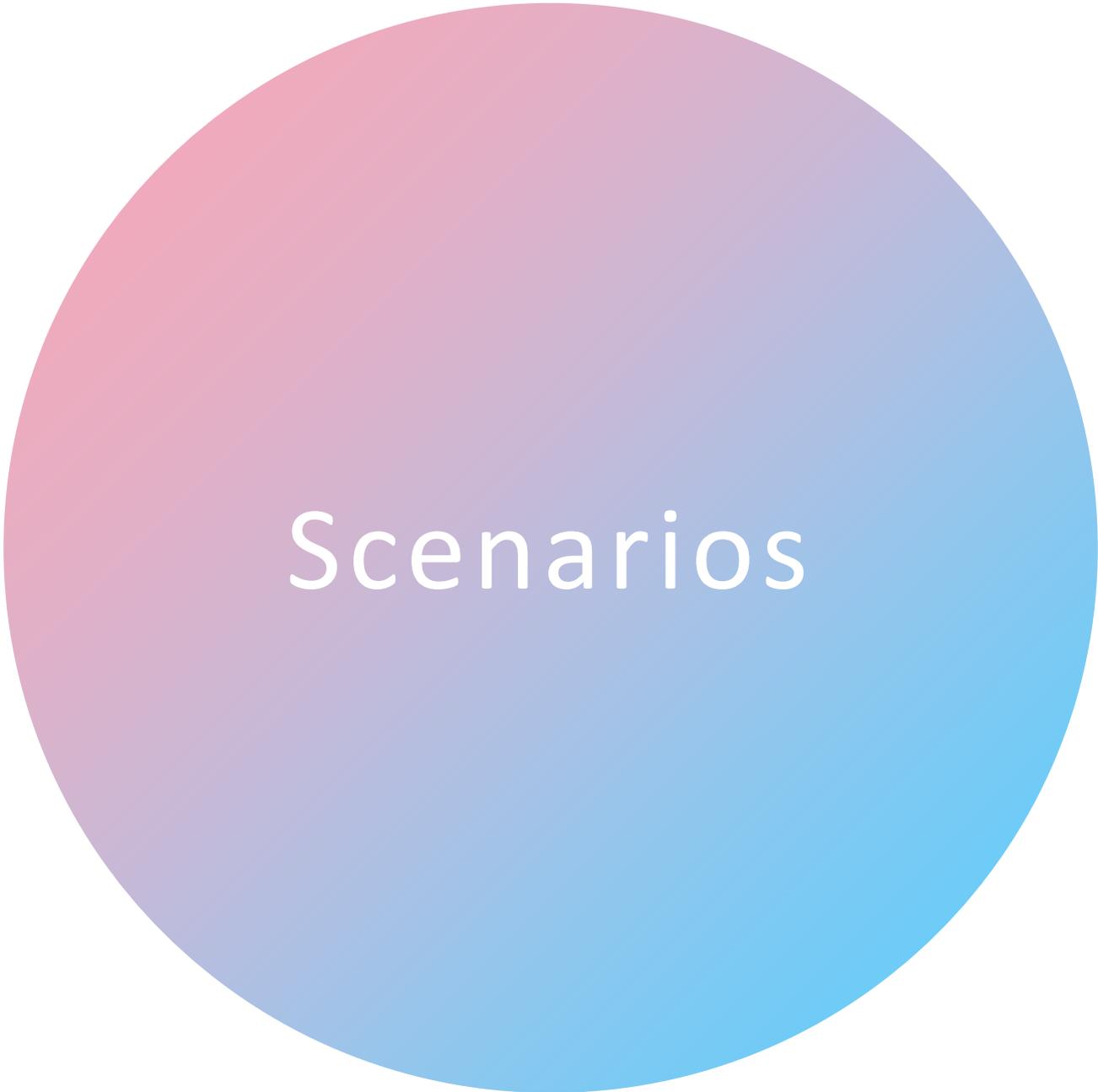
- **Queer Theory Lens:** How does queer theory critique the pathologization of transgender bodies in healthcare
- **Provider's Response:** How do you ensure that your questions are relevant, respectful, and non-invasive? What strategies can you use to avoid reducing Sophia's identity to her medical history and instead focus on her immediate healthcare needs?
- **Power Dynamics:** Consider the power dynamics at play in this scenario. How might Sophia's previous experiences with healthcare providers affect her willingness to speak up about feeling uncomfortable? How can clinicians create an environment where patients like Sophia feel empowered to set boundaries around personal questions?
- **Best Practices:** Discuss how to approach transgender patients' medical histories with sensitivity. Ensure that only clinically relevant questions are asked and that the patient's autonomy and comfort are prioritized during discussions. Consider using a trauma-informed approach, recognizing the potential for past medical trauma in the trans community.

Case 3: TGNB Immigrant Facing Cultural and Language Barriers

Scenario: A 35-year-old transgender man named Amir, originally from a conservative country, seeks care at your clinic. He is currently navigating his immigration process and struggles with both language and healthcare system barriers. Amir is reluctant to talk about his gender identity and only discloses it after being misgendered several times. He also expresses concern about how his gender identity might affect his immigration status and prospects in this new country.

Discussion Points:

- **Queer Theory Lens:** Queer theory invites a critique of not only gender norms but also the intersections of gender, race, class, and nationality. In this case, Amir is navigating complex cultural, social, and legal systems that add layers to his identity and experiences in healthcare. How does intersectionality inform your approach to his care, considering both his transgender identity and his immigrant status?
- **Provider's Response:** What steps can you take to ensure Amir feels safe and respected? How do you approach conversations about gender identity in a way that acknowledges the cultural stigmas and systemic barriers he faces, both as a transgender man and an immigrant?
- **Cultural Competency:** How can you ensure that your clinic is a safe space for TGNB patients from diverse cultural backgrounds? Discuss the importance of providing language services, culturally competent care, and trauma-informed support.
- **Best Practices:** Explore strategies for addressing concerns related to immigration and healthcare access.



Scenarios

SCENARIO: AMIR

Amir is a 28-year-old refugee from Syria who has recently resettled in the U.S. During a health check-up, Amir communicates through an interpreter that he has been struggling with his sexual orientation and feels isolated in his new community. He is afraid of seeking support due to cultural and language barriers, and he is worried about how his family might react if they find out about his sexual orientation.

- How would you approach this conversation with Amir considering the cultural and language barriers?
- What resources or community organizations could you connect Amir with to help him feel supported and understood?

SCENARIO: MARIA

Maria is a 35-year-old woman who recently immigrated from Mexico and speaks limited English. She comes to the clinic for a wellness visit and, during the appointment, she expresses concerns about her child, who has been exhibiting behaviors that align with a gender different from their assigned sex at birth. Maria is unfamiliar with concepts related to gender identity and is worried about how to support her child in a new cultural context.

- How would you explain gender identity and provide support to Maria in a way that is culturally sensitive and language-appropriate?
- What resources could you offer to help Maria support her child, considering her limited English proficiency?

SCENARIO: JIN

Jin is a 22-year-old international student from South Korea who comes in for a routine check-up. Jin confides that they identify as non-binary but have not told anyone due to fear of cultural stigma and potential repercussions from their family back home. Jin is seeking mental health support but is unsure of where to start, especially because they are more comfortable speaking in Korean.

- How would you approach Jin's concerns while being mindful of cultural sensitivities and language preferences?
- What resources or services can you provide to ensure Jin receives mental health support in their preferred language?

SCENARIO: AISHA

Aisha is a 30-year-old woman from Somalia who has recently been granted asylum in the U.S. Aisha visits the clinic with her husband, but during a private conversation with the clinician, she reveals that she has been questioning her sexual orientation. Aisha is concerned about the potential consequences of coming out in her community and is seeking confidential support but is unsure how to access it in a culturally sensitive way.

- How would you provide Aisha with support and information while ensuring her safety and confidentiality?
- What culturally sensitive resources or services could you recommend to Aisha to help her navigate her feelings?

SCENARIO: LINH

Linh is a 40-year-old Vietnamese immigrant who has been in the U.S. for two years. Linh visits the clinic for a health issue and, during the visit, expresses a desire to transition but is concerned about the language barrier and potential discrimination in accessing healthcare services. Linh also worries about how her community and family might respond to her transition.

- How would you support Linh in overcoming language barriers and accessing appropriate healthcare services?
- What resources could you provide to Linh to assist her in her transition while considering her cultural background and language needs?

SCENARIO: MOHAMMAD

Mohammad, age 13, comes in for their annual check up with their parent. Mohammad's chart is blank of any SOGI information, and when you ask Mohammad the first question, *Mohammad's parent interrupts and asks why this is being asked now that it is inappropriate to ask sexuality information from a child.*

- What would you do in this situation?

SCENARIO: ALON

Alon comes in for a check up and informs the staff they now use they/them pronouns, but that they aren't out in any area of their life. They are 15 years old and worried about their family finding out. *They are seeking information about what gender affirming options are available to them.*

- What would you do in this situation?
- What resources can you refer them to in your area?

SCENARIO: BIRDY

Birdy, a 17yo established patient, comes in to the er with a parent for stomach pains. The chart says 'Birdy' is a *preferred* name and although they were assigned male at birth, the chart clearly indicates she/her pronouns. *The parent is consistently using he/him pronouns and the name 'Mario'. Birdy is visibly uncomfortable.*

- What would you do in this situation?

SCENARIO: ALEX

Alex is a 19-year-old college student who visits the clinic for a routine physical. During the visit, Alex mentions that they have recently started using he/him pronouns but haven't informed their family yet. They express concern about how their parents might react and ask for advice on how to navigate this conversation. Alex also inquires about accessing testosterone therapy but is unsure how to proceed.

- What would you do in this situation?
- What resources and support services could you provide or refer Alex to?

SCENARIO: JORDAN

Jordan is a 32-year-old who has been visiting the clinic for several years. During a follow-up appointment, Jordan discloses that they identify as non-binary and prefer the pronouns they/them. They mention feeling uncomfortable with how their gender identity might be received at their workplace and ask for advice on how to manage these concerns while seeking potential mental health support.

- How would you approach this conversation with Jordan?
- What resources and referrals could you offer to support Jordan's mental health and workplace challenges?

SCENARIO: LUZ

Luz is a 27-year-old who comes in for a consultation regarding sexual health. During the conversation, Luz shares that they recently came out as bisexual but have not yet shared this information with their partner, as they are unsure how their partner will react. Luz is seeking guidance on how to communicate their sexual orientation to their partner and is interested in finding a local LGBTQ+ support group.

- How would you guide Luz in this situation?
- What local or online resources could you suggest to Luz for support?

SCENARIO: XIANG

Xiang is a 45-year-old patient who visits the clinic for a regular check-up. During the visit, Xiang confides that they have been questioning their gender identity and are exploring the possibility of transitioning. Xiang is not out to their family or colleagues and is seeking information about the steps involved in transitioning, as well as mental health support to navigate their feelings.

- How would you approach this discussion with Xiang?
- What resources and information could you provide to Xiang regarding gender transition and mental health support?

SCENARIO: KIAAN

Kiaan is a 17-year-old high school student who comes in with their parent for a routine check-up. Kiaan privately shares with the clinician that they identify as transgender and are using she/her pronouns with their friends but have not come out to their family. Kiaan is worried about how her parents might react and is seeking advice on how to approach the conversation, as well as information on hormone therapy.

- What steps would you take to support Kiaan in this situation?
- What resources can you provide to Kiaan to help with coming out and exploring hormone therapy?



Collecting SOGI Practice

COLLECTING NAME IN USE AND PRONOUNS

These are some possible use of language, please practice and make it authentically yours.

- “My name is xx and i use xx/xx pronouns, great to meet you! How would you like to be addressed?”
- “Do you go by your legal name or is there another name that you use? What are your pronouns?”
- “I see in your chart that you go by ____ and your pronouns are _____. is this correct or would you like to make any changes?”

INVITING PRONOUN SHARING

*Hello, my name is Darlin Lozano,
my pronouns are she/they.*

- When in a group – during introductions model sharing pronouns and invite everyone to share, too
- One-on-one, try asking: "The pronouns I use for myself are _____. What are your pronouns?" or "Which pronouns do you like to hear for yourself?" or "Can you remind me which pronouns you like for yourself?"
- It can feel awkward at first, but it is not half as awkward as getting it wrong or making a hurtful assumption
- Never guess someone's pronoun(s)

COMMUNICATION: CORRESPONDENCE

Can you share your honorifics?

- Does the patient have a Name in Use that differs from their Legal Name? If yes, then ensure that you are referring to them by their Name in Use in all communication both verbal and written.
- Asking for Honorifics – An honorific is a word or a title attached to a person's name in order to express respect. Common honorifics include Mr., Ms., and Dr. One gender neutral honorific is Mx. We cannot assume based on someone's name or perceived gender what honorific they use with their name. If you use honorifics in letter salutations, please ask individuals what honorific they use with their names when building contact lists.
- Letters of Recommendation – If asked to write a reference ask them which pronoun(s) they want you to use in the letter, if any. The answer may be contextual for the audience of the letter.

COLLECTING SOGI

These are some possible use of language, please practice and make it authentically yours.

- “May i ask you about your gender identity and sexual Orientation? All Washington state health centers now ask their patients these demographic questions. Like the rest of your visit, this information is kept in strict confidence.”
- “How would you best describe your gender identity?”
- “How would you best describe your sexual orientation?”
- “Is there anything i should know to treat you with the most respect- are you okay with using medical terminology for your body parts? Do you have terms you would like me to use to talk about your body or particular body parts?”
- “Is your legal sex the same as the sex you were assigned at birth?”