

Quick Guide: Qualities of a Gender-Affirming Pharmacy STAFF TRAINING



A well-trained staff is an essential quality of any gender-affirming pharmacy. Effective training can increase the likelihood that patients feel welcome, safe and included in your pharmacy. This section includes considerations for pharmacies designing training plans to improve the experience of transgender and gender diverse patients.

Train all staff

Since patients interact with the entire pharmacy team when they seek care, train all staff on the pharmacy's standards. Training should occur at onboarding and at regular intervals. In addition to training, pharmacies should provide all staff with access to additional educational resources and transgender health guidelines.

Implement policies to reduce discrimination and bias

It is important that all staff are aware of company diversity and inclusion policies and know how to report an incident of discrimination.

Some policies that can help reduce discrimination and bias include requiring pharmacy staff to:

- Use only the name and pronouns the patient says they currently use, even when they are not there, to discourage bias.
- Show respect for transgender and gender diverse patients by showing genuine engagement and not speaking in a way that is demeaning or derogatory.
- Ask themselves the following before requesting transition-related information from a patient: "Is it necessary to the care I'm providing, or am I just curious?"

Ensure gender-related data is protected

Ensure all pharmacy staff understand that patient transgender status is protected health information and can only be disclosed to those providing care to the patient.

ADDITIONAL RESOURCES

This quick guide is excerpted from *Providing Inclusive Care and Services for the Transgender and Gender Diverse Community: A Pharmacy Resource Guide* published by the Human Rights Campaign and the American Pharmacists Association. For the full guide and other quick guides focused on the six qualities of a gender-affirming pharmacy, visit thehrcfoundation.org/TransPharmacyGuide.



1 Knowledge of key LGBTQ terms



4 Visible symbols of support



2 Inclusive communication



5 Staff training



3 Gender-related data management



6 Knowledgeable and patient-centered care