

Practicing with PRIDE

Top 10 actionable strategies to improve 2SLGBTQIA+ health in pharmacy!

Strategy #1: Intake Forms

Implementing intake forms with optional identifying information can feel less confrontational than asking a patient to provide their information verbally.

Strategy #6: Pronoun Normalization

Displaying your pronouns helps normalize the use of pronouns for patients. Documenting patient pronouns and using them makes a big difference.

Strategy #2: Reduce Cis/Hetero-normativity

Pharmacy protocols don't always consider people with different gender identities or who identify as non-binary. Being aware this normativity can help people feel seen and respected in pharmacy spaces.

Strategy #7: Let Go of Assumptions

Don't assume that you know what the patient's goals are for gender affirming care. Be aware of and challenge any preconceived stereotyped ideas you may have.

Strategy #3: Invest in Education for ALL Staff

Everyone in your pharmacy plays a critical role in patient care, not just the pharmacist. All staff can benefit from inclusivity training.

Strategy #8: Value Discretion

Confidentiality and providing private spaces to discuss treatment are important.

Strategy #4: Representation / Symbols

Displaying 2SLGBTQIA+ symbols and resources in a meaningful way can help the community feel seen and welcomed.

Strategy #9: Be an Advocate (not just an ally!)

Being an ally to the community is great, but being an advocate creates greater change.

Strategy #5: Learn

Gender-affirming care may be a new way to practice for you. Familiarizing yourself with hormone therapies, administration techniques and supplies is a good starting point.

Strategy #10: See the Person, not the Identity

Sexual/gender identities are part of us, they don't define us or our patients!

Learn more about these strategies and how they can improve the care you provide 2SLGBTQIA+ patients in your pharmacy, watch the Practicing with PRIDE webinar at pharmacists.ca/pride.



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