



POLICY AND PROCEDURE NOTICE: PPPN-056 GENDER IDENTITY

Summary and Purpose of PPN:

Authority:

- Fulton County Ryan White Part A Contract/Agreement
- Principles of Cultural Competency

General Information

Transgender is an umbrella term for persons whose gender identity or expression (masculine, feminine, other) is different from their sex (male, female) at birth. *Gender identity* refers to one's internal understanding of one's own gender, or the gender with which a person identifies. *Gender expression* is a term used to describe people's outward presentation of their gender.¹

Policy and Procedure:

Ryan White Part A services should be provided in a manner which is respectful of, and responsive to, the needs of all eligible individuals. Toward this end, efforts should be undertaken to remove barriers to care which are often experienced or perceived by individuals based on gender and gender identity.

1. To the greatest extent possible, subrecipients should use inclusive and gender neutral language:²
 - Address clients/patients with respect and courtesy.
 - Address clients according to their presenting gender and when in doubt, politely ask.
 - Ask clients what name they prefer to be called and address clients accordingly.
 - Do not make assumptions about a patient's/client's anatomy or about names for the patient's anatomy.
 - Use pronouns that are requested by the client or appropriate to the client's gender identity.
 - As part of being respectful of patients, do not ask questions that are not related to the patient's health. Do not ask personal questions for the sake of curiosity.

¹ <https://www.cdc.gov/hiv/group/gender/transgender/>

² San Francisco Department of Public Health, Transgender HIV/AIDS Health Services Best Practices Guidelines <https://careacttarget.org/sites/default/files/file-upload/resources/tgguidelines.pdf>

- Acknowledge that some questions may touch on sensitive or personal subjects.
- Ask questions in a non-judgmental manner.
- Attempt to use words that the patient/client uses, prefers, and understands, particularly for anatomy, sexual activities or other sensitive matters.
- If you don't understand a word or reference, politely ask him or her to explain.

2. Entering gender in e2Fulton:

- A. When entering the client's name, it is necessary that the name matches eligibility documents.

e2Fulton has a Preferred Name option under the Add Client tab. You may use this field to include the name by which the client prefers to be called. It is respectful to use this name when addressing the client or referring to the client.

- B. e2Fulton includes two fields related to gender:

1) **Sex at Birth:**

This category refers to the gender of the client at time of birth and can only be completed after an entry has been made in the Gender field. This gender in this category should not change.

- 2) **Current Gender:** This category refers to the gender with which the client currently identifies. Keep in mind this is the choice of the client and should be entered based upon the client's self-identification.

There is a drop-down menu which includes:

- Male
- Female
- Unknown
- Transgender Male to Female
- Transgender Female to Male
- Transgender Other

- If a client who previously identified as one gender now identifies as another gender this should be updated in e2Fulton.

Verification:

- Client chart review.
- e2Fulton desk audit.

Approved: October 2016

Reviewed: April 2021