



Inclusive Language Scripts

Alberta Health Services treats all people with respect regardless of sexual orientation, gender identity or expression.

| Situation | What to do | What to Say |
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| <p>When talking with patients</p> | <p>Don't assume gender identity. Avoid using Mr., Mrs., Sir/Madam unless the patient indicates that they prefer it.</p> <p>Listen and reflect the patient's choice of language when describing their relationships, sexual orientation or gender identity.</p> | <p>"How can I help you?"</p> |
| <p>When asking what a patient wants to be called</p> <p>If a patient is trans-identified</p> | <p>Document and communicate it to other staff.</p> <p>Ask which pronoun they like to use.</p> <p>Some people may prefer a specific gender neutral pronoun such as Ze or Per. These are individual to the patient – only use if they do.</p> <p>Use the preferred name and pronoun when talking to <i>and</i> about patients.</p> | <p>"Can we call you by your first name? What name would you like us to use?"</p> <p>"What pronoun do you go by?"</p> |

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| <p>When asking about a patient's title if a form requires a title e.g., Dr., Mr., Mrs., Ms., etc.</p> | <p>Document and communicate to other staff.</p> | <p>"Can we call you by your first name or do you prefer a title?"</p> |
| <p>When talking about patients</p> | <p>Use their preferred name or gender neutral words like 'they'.</p> | <p>"Your patient is would like a referral." "They have their blood work complete." "Your 3 p.m. appointment is here."</p> |
| <p>When asking about the relationship of people</p> | <p>Don't assume you know the relationship based on sex, gender or age. Use <i>partner</i> instead of boyfriend/girlfriend. Use <i>spouse</i> instead of husband/wife.</p> | <p>"What is the relationship of the person with you today?" "What is the relationship of your emergency contact person?"</p> |
| <p>When talking about children and their parents/guardians</p> | <p>Use neutral language and avoid assumptions about families and parents. Not all families have 2 parents, not all couples are heterosexual.</p> | <p>"Is there more than one parent?" "What are the parents' names and how can they be contacted?"</p> |
| <p>When records don't match e.g., they checked F and the records say M; you can't find a chart or the chart information does not match.</p> | <p>Respond respectfully and ensure privacy and confidentiality.</p> | <p>"Could your chart or health care be under another name be under another name?"</p> |

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| <p>When a patient has disclosed information</p> | <p>Respond with respect and ensure confidentiality.</p> | <p>“Thank you for telling me”.</p> <p>“All information is treated as confidential.”</p> <p>“Is there anything else you would like me to know?”</p> |
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| <p>Only ask information that is required</p> | <p>Ask yourself: What do I need to know? Why do I need to know it? How can I ask this in a sensitive way?</p> <p>Avoid asking the patient to educate you on sexual and gender diversity.</p> | |
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| <p>When you make a mistake e.g., you use the wrong name or pronoun.</p> | <p>Acknowledge that you made a mistake, politely apologize and move on.</p> | <p>“I’m sorry; I just called you by the wrong name.”</p> <p>“I appreciate your patience, I am learning as I go.”</p> |
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