

## National Suicide Prevention Lifeline:

<https://suicidepreventionlifeline.org>

- 24 hour, toll-free crisis line: 1.800.273.8255
- LGBT Helpline: <http://fenwayhealth.org/care/wellness-resources/help-lines>
- Anonymous and confidential help line for accessing support from other LGBTQ people (not specific to suicide): 888.340.4528 • Offers information, referrals, and support with coming out, locating LGBTQ groups and services, safer sex and relationships, and HIV/AIDS.

### • **Obesity/Weight Control**

Lesbian and bisexual females are more likely to be overweight or obese.

See the Center for Disease Control and Prevention's resources on maintaining a healthy weight at <https://www.cdc.gov/obesity/resources/factsheets.html>

### • **Sexually Transmitted Diseases and HIV**

Gay men and transgender individuals have a higher prevalence of HIV/STDs.

Safe sex is essential to avoiding transmission of HIV or other sexually transmitted diseases. Learn about how to have safer sex from Planned Parenthood: <https://www.plannedparenthood.org/learn/stds-hiv-safer-sex/safer-sex>

Understand your options for pre-exposure prevention of HIV through the use of a daily pill called PrEP. When taken daily, PrEP has shown to be about 99% effective at preventing HIV. See more information about PrEP from the Center for Disease Control and Prevention: <https://www.cdc.gov/hiv/basics/prep.html>

1: SAMHSA: Grace Medley, Rachel N. Lipari, and Jonaki Bose; RTI International: Devon S. Cribb, Larry A. Kroutil, and Gretchen McHenry

2: Sexual orientation identity in relation to unhealthy Body Mass Index: Individual Participant Meta-Analysis of 93,429 individuals from 12 UK health surveys. Semlyen, J., Curtis, T. & Varney, J., 21 Feb 2019, In : Journal of Public Health.

## Our Commitment

Mount Auburn Hospital strives to create an atmosphere of compassion, respect and commitment to all patients. We welcome and treat all patients. Every patient is given appropriate and timely evaluation and treatment, without discrimination on the basis of race, ethnicity, language, religion, disability, sexual orientation, gender identity/expression or socio-economic status.

Mount Auburn Hospital has a longstanding commitment to serving the needs of the LGBTQ community dating back nearly 30 years. Since that time the commitment has only grown, and the number and percent of LGBTQ physicians and other staff has grown as well. Our LGBTQ employees include prominent members of our Board of Trustees, Executive Leadership, and physicians.

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## Mount Auburn Hospital



HARVARD MEDICAL SCHOOL  
TEACHING HOSPITAL

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# Serving the LGBTQ Community



Beth Israel Lahey Health  
Mount Auburn Hospital



Mount Auburn Hospital has taken the following steps to reduce those barriers and to create an affirming environment for patients with diverse expressions of gender and sexuality:

- Provided Dignity Training to all Employees
- Participated in the Human Rights Campaign's Health Care Equality Index and achieved top performer
- Convened a Disparities Committee which conducts an annual LGBTQ needs assessment and adopts objectives each year
- Incorporated the ability to record pronouns, gender identity and sexual orientation data in our new electronic medical record. We understand this is essential to improving the care we provide to LGBTQ patients
- Added LGBTQ education to our annual hospital-wide education
- Supported our local Human Rights Campaign office/participated in the HRC Gala night
- Supported community work geared toward at-risk LGBTQ youth
- Created MAH LGBTQ logo
- Celebrated Pride month with a social media campaign
- Commemorated national pronoun day
- Commemorated national LGBTQ history month
- Held listening session for LGBTQ-related community needs and developed an information guide on Navigating Health Events for Unmarried Same-Sex Couples to respond to needs identified
- Added questions to our patient satisfaction survey related to SO/GI and LGBTQ experience
- Added LGBTQ members to our Patient and Family Advisory Committee
- Planned multiple educational efforts for 2020 to assist MAH staff in better communicating with and addressing the health needs of LGBTQ patients

- Inclusive non-discrimination policies that specify gender identity/expression and sexual orientation, including patient and employee nondiscrimination, patient visitation and patient representative policies.
- Formed an LGBTQA Employee Resource Group. To learn more about our group, email [LGBTQA@mah.org](mailto:LGBTQA@mah.org)

### **Finding a Primary Care Provider you are comfortable with is important to your wellness and care.**

If you are looking for a health provider with specific experience caring for LGBTQ patients and would like assistance, please contact Patient Relations at 617-499-5100.

To view a list of our providers who have identified a clinical interest in serving LGBTQ patients, please visit [www.mountauburnhospital.org](http://www.mountauburnhospital.org) and access the "Serving the LGBTQ Community" page under the Patients and Visitors header.

### **Communicating about Sexual Orientation and Gender Identity**

Mount Auburn Hospital seeks to provide you with excellent individualized care that meets your needs. We recognize that having sexual orientation and gender identity data is critical to this goal. Patients may be asked the following questions:

- What is your legal sex?  
 M    F    Unknown
- What was your sex assigned at birth?  
 M    F  
 Not recorded on Birth Certificate  
 Uncertain  
 Unknown  
 Choose not to Disclose

- What is your current gender identity?  
 M    F    Other  
 Trans MtF    Trans FtM  
 Choose not to Disclose
- What is your sexual orientation?  
 Bisexual    Gay  
 Lesbian  
 Straight (not lesbian or gay)  
 Don't know    Something else  
 Choose not to Disclose

### **Calling You by Your Preferred Name and Using the Correct Pronoun**

We will ask you if you have a different preferred name, will record it and use it in our interactions with you. We will also record the appropriate pronoun to use, which is prominently displayed in our record.

### **Some LGBTQ health concerns include:**

- **Cancer Screening**  
Many cancers are preventable by reducing risk factors such as use of tobacco, improving diet and exercise, getting vaccinated and having appropriate screening. If you think you may be at risk or to learn more about screening, please discuss this with your healthcare provider.
- **Mental Health and Addiction**  
According to a study by the Substance Abuse and Mental Health Services Administration, sexual minorities are more than twice as likely<sup>1</sup> as heterosexual adults to experience a mental health condition. LGBTQ people are also at greater risk for suicidal thoughts and suicide attempts. Please talk to your healthcare provider to discuss mental health services that are available to you. Additionally, please be aware of the following resources: