

Best Practices for SOGI Data Collection

*Informed by the Inclusive Words, Inclusive Care Survey
(Conducted in 2025, representing 280+ respondents in California)*

SOGI stands for: Sexual Orientation and Gender Identity

Consider the following...

1 Language Matters

When an Electronic Medical Record (EMRs) doesn't allow for expanded SOGI options in the system, it's important to be aware of how questions are asked, as this has a large impact on a patient's comfort and willingness to answer SOGI data questions.

Patients feel empowered in vulnerable clinical spaces when they feel heard, seen, and affirmed.



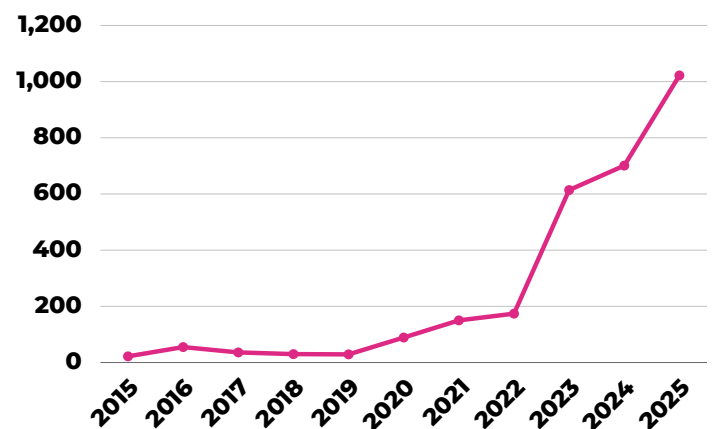
2 Lead with Empathy

LGBTQ+ patients might find SOGI data questions irrelevant or uncomfortable.

However, as a provider, you are in a position of power and can support creating a supportive environment for patients who have experienced trauma and mistreatment in medical spaces.

LGBTQ+ communities have been increasingly politically and socially targeted, especially since 2020. The fear and mistrust that patients carry into clinical settings have been shaped by interactions with society at large and by every microaggression encountered during visits.

Anti-LGBT Bills



Source: [translegislation.com](https://www.translegislation.com)

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3 Train your staff

Ongoing competency and affirming language training are key to improving patient trust and satisfaction for all staff who interact with patients.

LGBTQ+ folks expressed a **higher rate of discomfort (22%)** responding to SOGI questions than the general patient population (9%).

4 Be transparent

When individuals express discomfort or **reluctance to share demographic information, more than 50% cite concerns about data privacy and security.**

To build trust, clearly explain why SOGI data is being collected and how it improves clinical care, patient safety, and health equity.

Use plain, community-accessible language to describe:

- How the data will be used
- Who will have access to it
- How it is protected and stored
- What privacy safeguards are in place

5 Ask the Questions

Ensure that your EMR includes SOGI data questions! Our survey showed that **62% prefer to fill out this data on their own and have it available to update anytime or as often as needed.**

When SOGI data is collected or updated by clinic staff or clinicians, they should be asked in the same way, with the **same frequency, to everyone.**

30% of LGBTQ adults reported at least one negative experience, such as discrimination or microaggressions, with healthcare providers in the past year.

2022 research by the UCLA Williams Institute



Scan the QR code for information on how and when to include SOGI data, or visit bit.ly/LBTQDocs.



“It is very annoying to be asked my identity every time I go to the doctor...

If I needed to update that information, I would. I don't like being asked every time.”

For more best practices, visit bit.ly/LBTQPage