



Planned Parenthood of Central and Western New York

Thank you for making your online appointment. Have your photo ID and your insurance card available, if you are using insurance with us. If you have any additional questions, please call us at 866-600-6886.

We are committed to providing care no matter what. Please note that at your appointment you will speak with a health professional about your medical information, all of your options, and will be able to ask questions. At your appointment, the medical staff will go over the informed consent process, your medical history, risks and benefits to the medication, and more.

GENDER AFFIRMING HORMONE CARE APPOINTMENT IMPORTANT INFORMATION

Information regarding your visit:



Your visit will last between one and one and a half hours. **Your appointment will not take place at the health center.** Your appointment will be conducted securely via video chat, similar to FaceTime or Skype. You should be in a well-lit, private, and quiet location with good internet connectivity during the appointment.

***If you are a new patient to our Gender Affirming Hormone Care program, please be sure you sign up for a “Gender Affirming Care Initial Appointment” slot.** Follow-up appointments are shorter appointments reserved for patients who are receiving ongoing gender affirming care with our affiliate.

Your initial visit may include the following services and supplies:

- Gender Affirming Hormone Care Welcome Packet
- Educational material
- Bloodwork (there is no need to fast before your visit)
- Medication(s) or prescription(s)

A receptionist will be contacting you by phone 15 minutes prior to your appointment to go over important information regarding your visit, including possible insurance coverage and fees, and to provide you with the telehealth appointment access link.

If you do not have insurance or are choosing not to use your insurance, your visit will cost between \$80 – \$180 if you are an established patient or between \$90 - \$270 if you are a new patient with PPCWNY. Please be prepared to pay this amount. Payment can be made by credit card. The receptionist can go over the visit cost with you, and answer any questions you may have. You should also expect to pay for medication. We can provide a discount card for use at pharmacies.

If we are unable to reach you at the time of your appointment, we reserve the right to reschedule.

To cancel or reschedule your appointment or if you have any questions, please call us at 866-600-6886 or cancel your appointment online as soon as possible.

Check out our website for more information: www.ppcwny.org/mycare-myway