

**We're pleased to welcome you to our Gender Affirming  
Hormone Therapy and Sexual Health Services program!**

**Thank you for choosing Planned Parenthood.**

You are receiving this letter to let you know about our approach to patient care and what you can expect at your first Telehealth visit for gender affirming hormone therapy (GAHT) at Planned Parenthood.

**What can I expect from my initial visit?**

- The day before your Initial GAHT Telehealth visit with the medical provider, you will receive a phone call or be scheduled for an appointment with our GAHT Program Manager. They will provide an overview of the GAHT Program here at PPLM, perform a short intake about referral needs, and answer any questions you may have about your upcoming medical appointment (including any Telehealth set up concerns).
- On The day of your Initial GAHT appointment, our health care assistant will call you on the phone, collect a detailed medical and social history, and confirm you are able to join the video appointment with our clinician.
- A link to access the virtual clinical room will be sent to your email or cellphone a few minutes prior to your appointment with the clinician. You can open this link either in your computer browser or the In-Touch app on a smartphone.
- Your clinician will review your medical history, discuss your treatment goals and work with you to determine the appropriate medication for you, as well as the ideal method of hormone administration. This visit will also include a consenting process where you will have an opportunity to learn about risks and benefits of treatment, and to ask any and all questions about GAHT care with us.
- Depending on your medical history and treatment plan, you may be referred to an outside lab for blood work. This is to ensure the hormone therapy options you and your clinician have selected are safe for you.
- We have interpretation services available upon request.

If you have any lab work or medical records, bringing them to your visit can be helpful. We are happy to avoid reordering lab work that you have recently had with another provider if it provides all the information we need.

**When will I get a prescription?**

Most patients will receive their hormone prescription after their first visit once all the required lab work is received and reviewed by the clinician. Your clinician will write a prescription for the hormone therapy, which you can pick up at your pharmacy of choice. If you choose a hormone therapy option that involves injections, you will be scheduled for another virtual visit for a teaching on self-injection with a clinician and give yourself your first hormone injection during the visit.

**Do I need a referral from a mental health professional?**

No. We believe that when patients are fully informed about the risks and benefits of GAHT, they don't require a mental health referral. Some of our patients, however, benefit greatly from therapy and report positive experiences, and we are happy to provide mental health service referrals upon request.

**What if I need other resources for gender-affirming care?**

You will have access to region-specific resource packets through your Patient Portal for medical and community support across Massachusetts for transgender, gender-nonconforming, and non-binary, and other gender-expansive individuals. You can also always call our Counseling and Referral Hotline at (617) 616-1616 or our GAHT Patient Navigator for additional support at (617) 284-8009.

**Questions, concerns, or feedback?** Please call (800) 258-4448 to contact the clinic.

Welcome! We look forward to seeing you at your appointment.

