

Gender Affirming Care Services

GENDER AFFIRMING CARE APPOINTMENT: IMPORTANT INFORMATION FOR TELEHEALTH APPOINTMENTS

Information
regarding
your care:



***If you are a new patient to our Gender Affirming Care (GAC) Services, you must be scheduled off the wait list.** You can add yourself to the wait list by visiting pptranscare.org and completing the Wait List Form linked at the top of the page.

Initial Appointment:

At your initial visit you will first meet with a licensed social worker who will collect your medical information and guide you through the informed consent process. You will then see a trained clinician with experience prescribing and monitoring hormone therapy for trans and gender diverse patients. This appointment will last around 1.5 hours and can be done over telehealth or in-person. (All patients outside of PA must have an in-person visit.)

Although you can attend your appointment by yourself, you are more than welcome to have a support person present for portions of your visit. Please be advised that there will be parts of your appointment where we will ask your support person to leave the room. Please do not bring young children with you due to the length of the visit.

Process for Establishing Care:

1. Follow steps detailed in the “Pre-Initial Appointment Preparation” section of this document
2. Attend your initial appointment
3. Get your labwork done at Labcorp or a health center (labs ordered at first appointment; see “Getting Labwork Done” document for details)
4. Pick up your prescription
5. Schedule your next follow up appointment

Follow Up Appointments:

You will be responsible for tracking, scheduling, and attending your follow up appointments (PPSP will not provide appointment reminders and follow up appointments are required for ongoing prescriptions.). These appointments are opportunities for you to check in with your clinician about progress, questions and concerns, and your treatment plan.

You will need follow up appointments at **3 months, 6 months, and 1 year** after starting hormone therapy. After your first year, you will typically only have a yearly follow up appointment to continue care.

Gender Affirming Care Services

Pre-Initial Appointment Preparation:



Review Patient Education Documents:

- Effects of Masculinizing/Feminizing Hormone Therapy
- How to Access a Blood Pressure Reading
- Getting Labwork Done

Required Blood Pressure Reading:

- You can self-report a blood pressure reading taken within 3 months of your first appointment.
- If you are unable to get a blood pressure reading, your clinician will order one with your labwork.

Selecting a Pharmacy:

- You will be responsible for choosing a pharmacy that can fill your medication(s). You may wish to confirm this with your pharmacy before your script is sent.
- Selecting a pharmacy that is not able to fill your prescriptions for your medication (and injection supplies if applicable) will likely cause delays in accessing your supplies.

Connecting for Telehealth:

IMPORTANT: Telehealth and the social work portion of in-person intakes will use the secure video-conferencing app Teledoc.

- You will receive a link to your Teledoc appointment shortly before your appointment to your phone via text and your email.
- You can connect to your appointment on a smartphone (you must download the free app) or computer (using browsers Firefox, Safari, or Chrome).
 - In-person appointments will connect using Teledoc on your smartphone ONLY. If you are unable to connect to Teledoc on a smartphone, you will be provided a center phone to speak with the social worker over the phone instead.
- Make sure you can attend your appointment in a quiet and private environment with secure access to the internet.

Payment for Your Visit:

Have Your Insurance Card:

- It is essential you provide up-to-date insurance information for both medical and pharmacy coverage, particularly if you intend on using insurance to pick up your medication at your pharmacy. If your insurance information is not up to date you may experience delays in receiving your medication. It is your responsibility to provide updated insurance information everytime there is a change in your coverage.
- For a list of insurance carriers we currently accept please [visit our website](#).
- While we are able to accept Pennsylvania Medicaid for GAC services, we are not able to accept out-of-state Medicaid for the cost of your appointment.

Gender Affirming Care Services

Have a Card for Payment:

- You are responsible for paying any out-of-pocket expenses (copay, visit cost, medication cost) at the time of your visit. Payment can be made with a credit/debit card over the phone.

Out-of-Pocket Expenses:

- You will be fee-assessed and charged on a sliding scale for any out-of-pocket costs (visit fee ranges from \$0-149 plus any additional lab fees ranging from \$24-169).
- While we are able to dispense some medication through our clinics on a sliding scale, we reserve the right to prioritize this service for uninsured patients and encourage patients with insurance to use their local pharmacy.
- You can access pharmacy coupons at [GoodRx.com](https://www.goodrx.com).

**Please be
on time!**

If you are late to the appointment, we reserve the right to reschedule. Give yourself plenty of time to get connected to your appointment.

To cancel or reschedule your initial appointment or if you have any questions, please call the GAC Service Coordinators at 215-351-5561.

To cancel or reschedule your follow up appointments please call the health center where you are scheduled (contact info at [pptranscare.org](https://www.pptranscare.org)) or cancel your appointment online as soon as possible.

It is important to follow these instructions to make sure you are able to be seen for your appointment.