



Thank you for scheduling your telehealth appointment. **Please review the information below and call 215-351-5561 with any additional questions.**

**We are committed to providing care no matter what.**

## **GENDER AFFIRMING CARE APPOINTMENT: IMPORTANT INFORMATION FOR TELEHEALTH APPOINTMENTS**

Information  
regarding  
your visit:



**\*If you are a new patient to our Gender Affirming Care (GAC) Services, please be sure you sign up for a “Transgender Hormone Therapy Initial Appointment” slot.** Follow-up appointments are shorter appointments reserved for patients who are already receiving gender affirming care with our affiliate.

### **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 take place via a secure online video platform and last around 2 hours.

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-Appointment Preparation” section of this document
2. Attend your initial appointment
3. Get your ordered blood work done at LabCorp (see “Obtaining Labs at LabCorp document for support)
4. Review your lab results with your healthcare professional over the phone
5. Pick up your prescription
6. If starting an injectable medication, schedule an injection training by calling 215-351-5561
7. Schedule your next follow up appointment

### **Follow Up Appointments:**

**You will be responsible for 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 typically only come in once a year to continue care.

You can use the table below to track when you are due for your follow up visits:

<b>Appointment:</b>	<b>Date:</b>
Initial Intake	
Injection Training	
3 month	
6 month	
1 year	

## Pre-Appointment Preparation:



### **Review GAC Patient Documents:**

- [Follow this link to our Telehealth web page](#) and review the documents listed under the Gender Affirming Care section.

### **Get a Blood Pressure Reading:**

- You will be required to report a blood pressure reading taken within 3 months of your intake appointment.
- See the How to Access a Blood Pressure Reading document for support.

### **Pre-Appointment Phone Call:**

- The GAC Social Work Team will be contacting you by phone one week prior to your appointment to go over important information regarding your visit and answer any questions you may have, including regarding insurance coverage and the cost of your visit. Ensure your voice mailbox is set up for the team to provide a call back number if you are unavailable.

### **Signing Consent Forms:**

- You will receive an email from DocuSign with initial consents to review and sign online before your appointment.
- You will be able to sign the hormone therapy informed consent form after reviewing it with the social worker.

### **Connecting to Your Appointment:**

- You will receive a link to your telehealth appointment the day of your appointment to your phone via text and your email.
- You can connect to your appointment on a smartphone or computer.
- Make sure you can attend your appointment in a quiet and private environment with secure access to the internet.

### **Payment for Your Visit:**

#### **Bring 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 carries we currently accept please [Click Here](#).

- While we are able to accept Pennsylvania Medicaid for gender affirming care services, we are not able to accept out-of-state Medicaid for the cost of your appointment.

Out-of-Pocket Expenses:

- You will be fee-assessed and charged on a sliding scale for any out-of-pocket costs.
- 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 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 card over the phone.
- 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 appointment or if you have any questions, please call the health center where you are scheduled (Locust Street at 215-351-5560 or Pottstown at 610-326-1777) or cancel your appointment via the website as soon as possible. **It is important to follow these instructions to make sure you are able to be seen for your appointment.**