Participants expressed a desire for healthcare staff to use gender-neutral language when possible and to ask patients what language to use for their bodies.

"LANGUAGE CAN HAVE SUCH A HUGE EFFECT ON BOTH WHETHER OR NOT PEOPLE ARE WILLING TO GET THE HEALTH CARE THAT THEY NEED... [AND] HOW EFFECTIVE THAT HEALTH CARE CAN BE." - Participant 01

While participants expected staff to have a level of competence and knowledge, they also expressed a desire to be treated as experts on their own bodies and lived experiences.

"I KNOW MY EXPERIENCES AND MY IDENTITY BETTER THAN [MY PROVIDER] COULD AS SOMEONE WHO'S JUST MET ME." - Participant 14

One of the most consistent themes that emerged was an emphasis on deep, meaningful relationships & interactions with healthcare providers and staff.

"I LOVED THE HOLISTIC CARE AND... THE TIME AND THOUGHT [THEY TOOK] TO REALLY HEAR ME OUT ABOUT... WHAT I WANTED AND WHAT I DIDN'T WANT." - Participant 15

Overall, participants emphasized the importance of genuine relationships, individualized care, and normalization of TGE experiences. To provide affirming and inclusive care, health services staff should focus less on trans-specific expertise and more on the principles of person-centered care.