

A GUIDE TO OUR SERVICES FOR
**TRANSGENDER,
GENDERQUEER,
GENDER EXPANSIVE**
CLIENTS



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Valerie + Briyette
Real Patients. Real Care.

WELCOME



Dear Friend of Whitman-Walker Health:

Greetings to you from our innovative and affirming health care family! Welcome to Whitman-Walker Health. We want you to have the best patient care experience possible.

That is why we share with you this guide to services that is especially geared to our transgender, genderqueer, and gender expansive clients. For far too many in the transgender community, high-quality, affirming, and

culturally competent health care is hard to find. We are committed to providing care that is supportive of transgender patients. We hope that this guide will help you access the health care and supportive services you need to stay healthy.

Yours in good health,
Don Blanchon
Executive Director, WWH

QUICK ACCESS GUIDE

MEDICAL, BEHAVIORAL, WELLNESS, AND SUPPORT SERVICES

Your medical provider will coordinate your care and referrals for services such as the ones listed below.

- ↳ Primary Medical Care
- ↳ Gender-affirming hormone therapy
- ↳ Letters/referrals for gender affirming surgeries
- ↳ Yoga, meditation, acupuncture, Reiki, massage, and more
- ↳ Behavioral: Individual or Group Therapy
- ↳ Behavioral: Psychiatry

☎ 202.745.7000
✉ appointments@whitman-walker.org
to schedule an appointment with a medical provider to establish a care relationship.

AESTHETICS SERVICES

- ↳ Botox, Dermal Fillers, Laser Hair Removal, Laser Genesis, and Spider Vein Treatment

Note: WWH does not accept insurance for these services and out-of-pocket payment is due at the time of service.

☎ 202.745.7000
to schedule an aesthetics consultation.

PEER SUPPORT SERVICES

- ↳ One-on-one sessions
- ↳ Group sessions

☎ 202.939.7646
✉ peersupport@whitman-walker.org
our coordinator will connect you to services.

LEGAL SERVICES

- ↳ Name and Gender Change Clinic

☎ 202.939.7627
✉ contact-legal@whitman-walker.org

PUBLIC BENEFITS AND INSURANCE

- ↳ Questions about insurance coverage and navigation

☎ 202.745.6151
✉ insurance@whitman-walker.org

MEDICAL SERVICES



If you are a medical patient, your medical provider will be your coordinator of care at Whitman-Walker Health.

Our goal is to meet each patient’s overall health care needs through comprehensive primary care in a comfortable, safe, and respectful environment. We recognize the unique barriers that transgender and gender variant individuals face in seeking health services and seek to provide affirming care to all patients.

We provide high quality, culturally competent, comprehensive medical care, including preventative exams and management of chronic and urgent health conditions. We have many board certified providers of various specialties, including infectious disease experts that manage HIV, hepatitis B, and hepatitis C. We offer nationally recognized and award winning care for the LGBT community.

We are pleased to offer the following specific types of medical care:

- ▶ Primary Care
- ▶ Hormone Administration and Monitoring
- ▶ HIV & STD Testing, Counseling, and Prevention (PrEP and PEP)
- ▶ Specialized HIV, Hepatitis B, and Hepatitis C Medical Care
- ▶ Gynecological Screenings and Care
- ▶ Evaluation, Referral Recommendations, Coordination of Services, and Support for those seeking Gender Affirming Surgery
- ▶ Integrated Services with our Behavioral Health, Addictions, Dental, Legal Services and Wellness Departments

If you have an urgent medical situation and cannot wait for an appointment with your regular provider, you can schedule a “sick” appointment by calling us at ☎ 202.745.7000, by emailing your request to ✉ appointments@whitman-walker.org, or by requesting an appointment in person. We will make every effort to schedule you as soon as an appointment is available. If you are experiencing a medical emergency, please call 911 or go to your nearest emergency room.

Note: As of the time of printing, we do not provide primary medical care to patients under the age of 18, though that is subject to change.



▲ Visit us at our state-of-the-art medical home at 1525 14th Street, NW

GENDER-AFFIRMING HORMONE THERAPY: A TIMELINE



As part of the process of transition, some patients may seek gender-affirming hormone therapy. To help you understand the effects, we want to share this information with you. Everybody is different. The rate and extent of your changes take place depend on many factors, including your genetics, the age at which you start taking hormones, and your overall state of health.

Here is a timeline of changes promoted by the use of **testosterone**.

EFFECT	EXPECTED ONSET	EXPECTED MAXIMUM EFFECT	REVERSIBLE or PERMANENT
▶ Increased body hair and facial hair growth	1-6 months	1-2 years	Permanent
▶ Deepened Voice	3-12 months	1-2 years	Permanent
▶ Clitoral Enlargement (by 1-3 cm)	3-6 months	1-2 years	Permanent
▶ Male Pattern Baldness (<i>hair loss at temples and crown of head; highly dependent on age and inheritance</i>)	+12 months	Variable	Permanent
▶ Increased Muscle Mass and Strength (<i>dependent on amount of exercise</i>)	6-12 months	2-5 years	Reversible
▶ Cessation of Menstrual Periods	2-6 months	N/A	Reversible
▶ Body Fat Redistribution (<i>decreased on buttocks/hips/thighs; increased in abdomen</i>)	3-6 months	2-5 years	Reversible
▶ Skin Oiliness/Acne (<i>may be severe</i>)	1-6 months	1-2 years	Reversible
▶ Vaginal Atrophy (<i>drying</i>)	3-6 months	1-2 years	Reversible
▶ Increased Libido (<i>sex drive</i>)	Variable	Variable	Reversible

Here is a timeline of changes promoted by the use of **estrogen**.

EFFECT	EXPECTED ONSET	EXPECTED MAXIMUM EFFECT	REVERSIBLE or PERMANENT
▶ Breast Growth	3-6 months	2-3 years	Permanent
▶ Decreased Sperm Production/Maturation, Reduced Fertility	Variable	Variable	Possibly Permanent
▶ Decreased Testicular Volume/Size by 25-50 percent	3-6 months	2-3 years	Probably Permanent
▶ Thinning/Slowed Growth of Body and Facial Hair	6-12 months	+3 years	Reversible
▶ Softening of Skin/Decreased Oiliness	3-6 months	Unknown	Reversible
▶ Body Fat Redistribution to more Feminine Pattern	3-6 months	2-5 years	Reversible
▶ Decreased Muscle Mass and Strength	3-6 months	1-2 years	Reversible
▶ Decreased Libido (<i>sex drive</i>)	1-3 months	1-2 years	Reversible
▶ Decreased Spontaneous and/or Morning Erections	1-3 months	3-6 months	Reversible
▶ Male Sexual Dysfunction (<i>ex., erections not as firm</i>)	Variable	Variable	Reversible
▶ Cessation of Male Pattern Balding (<i>no regrowth, but loss stops</i>)	1-3 months	1-2 years	Reversible

BEHAVIORAL HEALTH / PEER SUPPORT



Our diverse staff of culturally competent mental health clinicians have specialized knowledge and training in issues affecting the transgender community. We provide individual and group therapy, as well as one-on-one and group peer support. An initial screening appointment is necessary for admission to all behavioral health and peer support services.

Individual and Group Psychotherapy:

Individual therapy provides an opportunity to receive one-on-one support from a mental health professional. Group therapy brings together individuals with shared experiences in a group facilitated by a clinician. You do not have to be an existing primary medical patient to be eligible for group therapy; however, you must be a primary medical patient to be eligible for individual therapy. To learn more about individual or group therapy, please call the Behavioral Health Treatment Coordinator at 📞 202-797-3539. An initial screening appointment is necessary for admission.

Trans Lives

This ongoing psychotherapy group is designed to provide a supportive and safe environment to explore bio/psycho/social issues for transgender, gender queer and gender non-confirming individuals.

Trans Spectrum

This ongoing psychotherapy group provides a confidential forum for discussion, psychoeducation and social support for gender-queer and trans-identified individuals experiencing conflict/ambiguity around gender identity and sexual orientation.

Trans Substance Abuse

This confidential therapy/treatment group is for transgender, gender non-conforming, and gender queer clients who are struggling with the role of substance use in their lives and want to make a change. Abstinence need not be the goal. Group topics often include issues related to gender, substance use, mental health, and other life concerns.

Peer Support:

Peer Support provides support from volunteer Peer Counselors and Peers with shared life experiences. Peer Counselors are not licensed mental health professionals, but have attended mandatory training by Whitman Walker staff and are skilled in providing a safe, supportive environment focused on helping you feel less alone, validating your feelings and taking steps to achieve your goals. You do not have to be a primary medical patient to engage in individual or group Peer Support. All Peer Support services are free of charge. To find out more about our Peer Support Program, please call 📞 202.939.7646 or e-mail ✉ peersupport@whitman-walker.org. An initial screening appointment is necessary for admission.

One-on-One Peer Support

Peer counselors meet with peers for 50 minute sessions, 1x per week for 10 weeks.

Trans Peer Support Group

These groups are for individuals across the gender spectrum and in any stage of transitioning. The focus of the group is to promote social support and wellbeing for transgender, gender non-conforming and gender queer adults. Topics may include (but are not limited to) navigating transition, coming out, family and workplace issues, relationships, dating, etc.

Note: We also keep a list of community LGBT-friendly mental health providers. Insurance coverage may vary.



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WELLNESS SERVICES



Wellness Services at Whitman-Walker Health actively seek to help our medical, mental health, addictions, and dental patients meet their goals for long-term health. In addition to traditional health services, Wellness Services can help you maximize your quality of life even while managing chronic illnesses.

Please contact our Coordinator of Wellness at ☎ 202.745.6130 or ✉ wellness@whitman-walker.org to request an up-to-date Wellness Services calendar or ask questions about our different Wellness Services.

All Wellness Services require a referral from a health care provider at Whitman-Walker Health. Some Wellness Services are billable under certain insurance plans, some are free of charge, and some have a flat fee. For Wellness Services that have a flat fee, patients must pay the flat fee in order to participate in those services unless they have been previously screened as falling below 200% of the Federal Poverty Level (FPL). These patients will be eligible to have their flat fees for Wellness Services waived.

- ▶ **Freedom From Smoking®** features 8-week clinics designed to help smokers in any stage of the quitting process. The program is evidence-based and structured with a focus on positive behavior change.
- ▶ **Reiki** is a Japanese mindfulness technique for stress reduction and relaxation that promotes healing. It can be used as a complement to other medical and therapeutic techniques to relieve symptoms and support recovery.
- ▶ **Mindfulness Meditation** is the practice of cultivating nonjudgmental awareness in everyday life. Practicing meditation can help you maximize your life and experience, even in the midst of stress, pain, and chronic illness.
- ▶ **Therapeutic Massage** includes both Swedish and deep tissue massage. Massage has been shown to improve immune function and helps with managing stress and anxiety.
- ▶ **Yoga** practice synchronizes movement with the breath and helps to relax both mind and body while increasing strength and flexibility. Yoga helps to create a mind/body connection and calms the central nervous system.

- ▶ **Functional Fitness** incorporates basic exercises to strengthen major muscle groups in the upper and lower body, improve balance and flexibility, and improve overall functional performance. Improving your functional performance enables you to adopt a more active lifestyle and enhances your quality of life.
- ▶ **Acupuncture** is a practice used in traditional Chinese medicine that involves inserting thin needles through the skin to stimulate healing within the body. Acupuncture has been shown to ease many types of chronic pain and relieve symptoms of some mental health disorders. This technique can also be used to treat a variety of physical and emotional conditions that may not be responding to medication.
- ▶ **Nutrition Counseling** helps you manage chronic illnesses with diet and safely and effectively lose weight if that is your goal. You will learn how to properly read food labels, understand the differences between fats, carbohydrates and protein, and discover how to put together a balanced meal.
- ▶ **Diabetes Self-Management Education** groups encourage healthy lifestyle habits while helping you learn how to manage your Type 2 diabetes independently.



LEGAL SERVICES

LEGAL SERVICES

Call ☎ 202.939.7627 for more information.

As an important component of our integrated care, WWH is pleased to have a staff of experienced attorneys who provide legal assistance to clients of WWH, people living with HIV, and members of our LGBT community. Our aim is to help you stay healthy, or become healthy, by helping you obtain good, affordable health insurance; protect yourself from discrimination if you are LGBT or living with HIV; vindicate your workplace rights; get the disability and other benefits you are entitled to if you are low income or too sick to work; protect yourself and your partner and other family in the event of medical emergency or death; plan for the long-term care you may need as you age; protect your medical privacy; obtain legal immigration status if you are from another country; and correct your legal records and vindicate your rights if you are transgender. Our services are free of charge or available for a modest fee, depending on your income.

To contact Legal Services, call ☎ 202.939.7627 or email ✉ contact-legal@whitman-walker.org. We are also available

for limited initial consultation on a walk-in basis at 1525, at our main Legal Services offices at Elizabeth Taylor Medical Center, and at the Max Robinson Center, Monday through Friday. Legal Services staff is here to help resolve the legal issues that may be getting in the way of your health.

PUBLIC BENEFITS & INSURANCE NAVIGATION

WWH's Public Benefits and Insurance Navigation Program assists patients getting and keeping health insurance and accessing other assistance programs to reduce out-of-pocket costs associated with health care. Navigators use their expertise to screen all patients for insurance options, including job-based insurance options, COBRA, individual and small business plans available through the health insurance exchange, public insurance programs (Medicaid, Medicare, DC Healthcare Alliance), and programs to wrap these options to cover out-of-pocket costs. Navigators assist all patients with accessing our sliding fee scale, and with Ryan White eligibility for HIV-positive individuals.

NAME / GENDER CHANGE CLINIC

Come to the Name and Gender Change Clinic and meet with trained attorneys who will provide you with one-on-one assistance with the name and gender change process.

▶ The clinic is free and is held 10 times a year (check www.translawdc.org for the schedule). Trained attorneys meet one-on-one with clients on a walk-in basis to provide assistance with the name and gender changes processes, including:

- ↳ *obtaining court orders*
- ↳ *changing drivers' licenses*
- ↳ *Social Security records*
- ↳ *passports*
- ↳ *birth certificates*
- ↳ *other identity documents and public records*

▶ Clients can walk in and receive services without bringing any documents; however, you will receive more comprehensive services if you can bring any of the following documents:

- ↳ *original birth certificate*
- ↳ *any name change order if you have already changed your name*
- ↳ *passport*
- ↳ *or other identity documents*

Clients should arrive between **6:30–7:30 pm** at Whitman-Walker Health at the **Elizabeth Taylor Medical Center**, 1701 14th Street, NW and will be greeted in the main reception area.

▶ TransLAW provides pizza at the clinic and financial aid to assist with the costs of updating documents. Please know that sometimes clients do not finish everything until 10 pm. Email ✉ contact-legal@whitman-walker.org or call ☎ 202.939.7627 if you have any questions or need to confirm the next clinic date.

GENDER-CONFIRMING REFERRAL PROCESS



Your team at Whitman-Walker Health is committed to helping you obtain gender confirming surgery, should you be interested. Note that we do not provide surgery services at WWH but refer to outside community providers for these procedures. This process will probably take two to four months to complete. Here's the step-by-step process:

Before you begin this process, we recommend that you first contact your health insurance company and ask if transgender-related surgery is covered under your plan. If you are insured by DC Medicaid, a call is not necessary, as these surgeries are typically covered. If you are told that your plan does not cover the surgery you are seeking, call WWH Legal Services at ☎ 202.939.7627.

Below are some of the key steps in scheduling and coordinating insurance for your surgery. Please note that Steps 1-7 must occur before surgery is approved by your health insurance. Please also note that these steps apply to surgeons who accept your insurance. If your surgeon is out-of-network, or does not accept your insurance, you will still follow most of the steps below, but the Trans Care Navigator and Legal Services will work together to provide information and advice.

- Step 1:** Medical Appointment
- Step 2:** Discussion with Trans Care Navigator
- Step 3:** Behavioral Health Appointment
- Step 4:** Medical Follow-Up Appointment
- Step 5:** Referral from Medical Provider to Trans Care Navigator
- Step 6:** Pre-Consultation Preparation
- Step 7:** Surgical Consultation
- Step 8:** Pre-Surgery Medical Exam
- Step 9:** Surgery
- Step 10:** Post-Surgery Follow-Up

Step 1: Medical Appointment

- ▶ Patient will schedule an appointment with medical provider to discuss gender confirming surgery. You can make this appointment by calling ☎ 202-745-7000.
 - ↳ Depending on how recently you last saw your medical provider or for how long you have been in care with that provider, it may take more than one medical visit to complete this discussion.
- ▶ Patient will attend medical appointment and will receive this guide to services.
 - ↳ If you and your medical provider agree that surgery is the next medical step, your medical provider will introduce you in person or refer you to a Trans Care Navigator.

Step 2: Discussion with Trans Care Navigator

- ▶ Patient and Trans Care Navigator will discuss the availability of surgeons for the procedure that you are seeking.
- ▶ Trans Care Navigator will schedule the Behavioral Health Appointment.
 - ↳ For some surgeries, a second Behavioral Health Appointment may be needed. Trans Care Navigator will schedule second appointment if needed.
 - ↳ If you already have a mental health provider who can write a letter of support for surgery, a Behavioral Health appointment may not be needed. Be sure to bring this letter to your Medical Follow-Up Appointment.
- ▶ Trans Care Navigator will schedule Medical Follow-Up Appointment.

Step 3: Behavioral Health Appointment

- ▶ Patient will attend Behavioral Health appointment.
 - ↳ This session is usually 45-60 minutes. Sometimes 1-3 additional sessions are necessary.
 - ↳ If you miss two appointments without canceling within 24 hours, you will have to wait three months until you can reschedule.
 - ↳ If you and the Behavior Health Specialist agree that gender confirming surgery is clinically appropriate at this time, the Behavioral Health Specialist will generate a letter related to your request for surgery.
 - ↳ If there are concerns about your readiness for surgery, we will work with you to make a plan for future readiness for surgery.
- ▶ Behavioral Health Specialist will send "Telephone Encounter" to Medical Provider stating that Behavioral Health Letter has been completed and uploaded to Patient Documents.

Step 4: Medical Follow-Up Appointment

- ▶ Medical Provider will determine if a medical follow up appointment is necessary.
- ▶ Patient will provide medical provider with the following information. (If you obtained a letter for surgery from a mental health professional outside of Whitman-Walker Health, be sure to bring letter to medical follow-up appointment.)
 - ↳ Preferred appointment times and time conflicts for surgery consultation
 - ↳ Changes in contact information
 - ↳ Name of preferred surgeon
- ▶ Medical Provider will give you a list of questions to ask your surgeon to help you prepare for and recover from surgery.

Step 5: Outgoing Referral from Medical Provider to Trans Care Navigator

- ▶ Medical provider will review the letter(s) prepared by the Behavior Health Specialist or outside mental health professional.
- ▶ Medical provider and you will discuss moving forward with surgery. If you are both in agreement that surgery is the appropriate next step, a medical letter of support for surgery will be completed by your medical provider.
- ▶ Medical provider will produce an outgoing referral for surgery to be sent to the Trans Care Navigator.

Step 6: Pre-Consultation Preparation

- ▶ Trans Care Navigator will identify a surgeon who accepts your insurance if not yet determined.
- ▶ Trans Care Navigator will fax all letters and other documents to the surgeon's office so that all required documentation is ready at the time of your consultation.
- ▶ Trans Care Navigator will contact you with date/time and location of your surgical consult.

Step 7: Surgical Consultation

- ▶ Patient will attend surgical consultation.
- ▶ Patient will ask surgeon if a pre-op exam needs to be done by your medical provider at Whitman-Walker.
 - ↳ Be sure to ask if the surgeon requires any specific testing. This is to ensure that all of the pre-op testing is completed and your surgery is not delayed.
- ▶ Patient will ask surgeon the questions from the list on page 10 of this guide.
 - ↳ Asking these questions will help you to have a full understanding of how to prepare for surgery and how your post-surgery care will be managed.
- ▶ Patient will confirm insurance authorization and out-of-pocket costs.

Step 8: Pre-Surgery Medical Exam

- ▶ Patient will call Trans Care Navigator to discuss the date of surgery and to schedule a pre-op exam.
- ▶ Patient will confirm that surgeon has obtained prior approval from insurance company and ask for list of all out-of-pocket costs.
- ▶ Patient will attend pre-op exam.
 - ↳ Be sure to bring all of the paperwork provided by the surgeon to this appointment, or provide it prior to the appointment via the Trans Care Navigator or in-person at the front desk.

Step 9: Surgery

- ▶ Patient will read all pre-surgery paperwork and follow all instructions regarding stopping medications before surgery, post-surgery care, etc.
- ▶ Patient will complete surgery and begin recovery.

Step 10: Post-Surgery Follow-Up

- ▶ Patient will contact medical or behavioral health provider if additional care is needed after surgery is complete.

QUESTIONS FOR THE SURGEON



If you are consider surgery or are interested in a surgical consultation, we have compiled questions that you may want to ask:

- ▶ Will I need a Pre-Operative Exam from my Primary Care Provider before my surgery?
- ▶ If so—it is VERY IMPORTANT that you provide my Primary Care Provider the following:
 - ↳ *My surgical diagnosis.*
 - ↳ *The name and CPT code of my planned procedure.*
 - ↳ *What tests are needed or required by you or the surgical facility as part of the pre-operative exam (EKG, Chest X-ray, what lab work, etc.).*
 - ↳ *The date of my surgery and anticipated type of anesthesia to be used.*
 - ↳ *A fax number to send my exam results to and a telephone number to call if there are questions.*
- ▶ Could you tell me about your experience with this surgery?
- ▶ How will the surgery be performed?
- ▶ Do you perform this type of surgery regularly?
- ▶ What is your success rate, and how often do your patients experience any problems?
- ▶ What are the risks, benefits, and possible complications for this surgery?
- ▶ Has this been pre-authorized by my insurance?
- ▶ What other letters, medical records, lab results, or documents do you need from me?
- ▶ If needed—Where should I get my lab (blood) work done?
- ▶ Will I need any medication—antibiotics, pain medication?
- ▶ Are there non-narcotic options for pain management?
- ▶ (If you smoke) How many weeks before surgery should I stop?
- ▶ Will I need to stop taking the medications (including hormones) that I am currently taking before surgery?
- ▶ When should I stop and when might I resume?
- ▶ Should I take my home medication on the day of the surgery?
- ▶ When do I have to stop eating and drinking?
- ▶ What can I expect for my recovery in terms of treatment, medication, diet?
- ▶ Should I have someone assist me at home after surgery? For how long?
- ▶ (If you are currently employed) How long should I take off from my job?
- ▶ When will I be able to return to my regular activities (driving, lifting, exercise, etc.)?
- ▶ How can I contact you if I have more questions?

Leandrea

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LOCATIONS / HOURS



Whitman-Walker

1525 14th St., NW
Washington, DC 20005

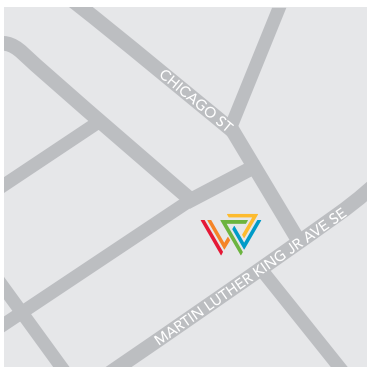
Hours:

Monday-Thursday: 8:00 am–8:00 pm

Friday: 8:00 am–6:00 pm



U Street-Cardozo and McPherson Square Metro stations
Metro bus accessible



Max Robinson Center

2301 Martin Luther King Jr. Ave., SE
Washington, DC 20020

Hours:

Monday-Friday: 8:00 am–5:00 pm*

**Dental appointments may be available later*



Anacostia Metro Station
Metro bus accessible



Elizabeth Taylor Medical Center

1701 14th St., NW
Washington, DC 20009

Hours:

Monday-Friday: 8:00 am–6:00 pm



U Street-Cardozo Metro Station
Metro bus accessible

APPOINTMENT LINE

Need an appointment? Call ☎ 202.745.7000
or email ✉ appointments@whitman-walker.org

Note that we will contact you to remind you of your appointment both three days and one day before by phone or text. Please remember to write down your appointment time and date. You will be reminded by e-mail three days in advance of your appointment if you elect to receive messages via our secure web portal (my WWH).

CLOSURE POLICY

In the event of snow or other emergencies, WWH will be closed when the federal government is closed. For weather or emergency-related closings, check our website at 🖱 www.whitman-walker.org, our Facebook page (🖱 www.facebook.com/whitmanwalker), or Twitter (@whitmanwalker). If the federal government opens two hours late, WWH will open at 10:30 am, and any appointments scheduled before the Health Center opens will be cancelled and re-scheduled. If you have any questions, please call our appointment line.