ARE THERE ANY TRANS* SUPPORT OR COMMUNITY GROUPS AVAILABLE

- Fenway’s Counseling, Testing & Information services offer a recurring T-Supper Club support group several times a year. Contact the Trans Health Navigator by calling 617.267.0159 and requesting more information.

- CompassFTM.org is an online Boston area trans-masculine spectrum peer support group with a monthly in-person meeting.

- The Tiffany Club of New England (TCNE.org) is a social club for transgender people and cross dressers. They sponsor a monthly support group that meets in Waltham.

- PFLAG support group for parents with transgender children (of all ages): please contact the Greater Boston PFLAG office at 981.891.5966 for more information.

- Massachusetts Transgender Political Coalition maintains an online database of transgender resources at www.masstpc.org.

HOW DO I GET HEALTH INSURANCE OR ASSISTANCE WITH RESOURCES AND OTHER DAILY LIVING NEEDS?

- Contact your Fenway primary care medical provider’s medical case manager who can assist with issues such as mental health supports, food, housing, insurance, and transportation. Your provider can assist you in contacting this person.

- You may ask for assistance through the Trans Health Navigator by calling the Fenway Counseling, Testing & Information line at 617.267.0159. This person can assist with location of services and resources in the community.

- Contact the Violence Recovery Program (VRP) at 617.927.6250 for assistance with any situations in which you feel unsafe or at risk or if you have experienced a hate crime, domestic violence, sexual assault, police harassment, discrimination (all services are free).

OTHER SERVICES AVAILABLE AT FENWAY

**Medical Care**
- General Primary Care
- Trans Health, including Hormone Therapy
- Women’s Health
- Podiatry
- Nutritionist
- Family & Parenting Services
- Alternative Insemination
- Geriatric Care
- HIV-related services

**Behavioral Health**
- Psychotherapy
- Groups
- Psychopharmacology
- Violence Prevention and Recovery

**Substance Abuse Program**
- Acupuncture
- Groups
- Complementary Therapies
- Massage
- Acupuncture

**Teen & Young Adult Services**
(at The Borum)
- Primary Medical Care
- Behavioral Health
- Substance Abuse Treatment
- Sexual Health
- Women’s Health
- Trans Health
- Dental, Optometry (open to all ages)
- Pharmacy (two locations)

Toll-Free 888.242.0900
Spanish 617.927.6460
Pharmacy 617.927.6330
GLBT Helpline 617.267.9001/888.340.GLBT (4528)
Peer Listening Line 617.267.2535/800.399.PEER (7337)
Confidential HIV Testing Line 617.267.0159
Violence Recovery Program 617.927.6250/800.834.3242
Sidney Borum, Jr. Health Center 617.457.8140

Comments related to trans* care and services can be directed to:

Trans Health Program Coordinator: 617.927.6225 or TransTeamCoordinator@fenwayhealth.org

Trans Health Program Medical Director: 617.927.6470 or TCavanaugh@fenwayhealth.org

Your feedback can be anonymous if desired.
Transgender Care
Fact Sheet

HOW DO I GET HORMONE TREATMENTS?

- You will need to start with a medical visit. Schedule a 40-minute medical visit by calling Patient Services at 617.927.6000. All our providers manage hormone treatments. You will need to arrange for any referrals or payments needed to cover the cost of hormone treatment at Fenway.

- You will need to have a physical. We will accept a copy of a physical report from the past 12 months. You may also have your physical done at Fenway if you choose to make Fenway your primary medical care location. Physical reports from outside Fenway need to be faxed to Trans Health Program at 617.247.3912.

- You will need some specific blood tests. You may request a list of these tests from TransTeamCoordinator@fenwayhealth.org and have them drawn with a provider outside Fenway. You may also have these labs done at your first medical visit at Fenway if Fenway is your primary medical care location. All outside lab reports need to be faxed to Trans Health Program at 617.247.3912.

- If you are currently on prescribed hormones and are transferring your care to Fenway, you will be asked to sign a release for past records when you come to your first visit. If you are taking hormones on your own, your self-treatment regimen will be discussed in detail in your first medical visit at Fenway. It is helpful to bring current medications and prescriptions with you to your first visit.

- Hormone treatments are individualized and each patient’s plan of care will be determined in consultation with a medical provider in the initial 40-minute visit. Instructions for next steps needed in the treatment plan, prior to Fenway prescribing hormone treatments, will be outlined during the medical visit. Treatment plans may or may not include recommendations for additional treatments prior to hormone treatments, including mental health supports, substance use treatment, violence recovery services, and health care treatments. These and other supports, when recommended, are based on presenting health and life situations that the medical provider determines may be detrimental or hazardous to your care if left untreated.

HOW DO I GET MY NAME CHANGED ON MY CHART?

- The name listed on your electronic medical record (e.g., chart) must match the name you have on your health insurance. If the name on the chart doesn’t match the claim sent to insurance for your care, then you will receive bills for your care that you will have to pay out of pocket.

- Changing your name legally does not change your name with your health insurance company or any other place unless you personally update this information. Court documents of name change will not result in a change of chart name by themselves. Once you have updated your health insurance after a legal name change, and have a new insurance card, please let Patient Services know this has changed and they will make a copy of the new card and change the name on your chart.

- Be aware that bills sent to you for unpaid charges will be sent to the address on your chart using the name on your health insurance card.

- You may at any time request to have your preferred name and preferred pronouns noted in your chart, regardless of what is on your health insurance card.

HOW DO I GET A LETTER FOR SURGERY OR DOCUMENT CHANGES?

Depending on your situation and what documentation you need, the requirements may vary.

For surgical referrals, the general requirement is for one or two therapists to write you a letter. If you need to be connected to therapists who can help with this, please contact the Triage Coordinator for Behavioral Health, at 617.927.6202, and request an intake with someone on the Trans Health Clinical Team for the purpose of referral for surgery. Please schedule this several months in advance of surgery.

If you need a letter for changes to documentation, or are unsure what you need, or you have an outside therapist who needs consultation assistance in how to write a letter of referral, please contact the Trans Health Program at 617.927.6225 to discuss your needs.

HOW DO I GET MENTAL HEALTH SERVICES IF I WANT OR NEED THEM?

- If you are seeking supportive therapy, psycho-pharmacological care, or mental health care for anything other than accessing hormones, please call the Triage Coordinator for Behavioral Health, at 617.927.6202 and request an intake. Be aware that you must be receiving medical care at Fenway Health in order to access mental health services other than brief surgical evaluation and referrals.

- For Violence Recovery Program (VRP) services please call 617.927.6250 or 800.834.3242. You do not need to receive any other services at Fenway Health to receive VRP supports. All VRP services are free of charge.

PLEASE TELL US ABOUT EXPERIENCES AT FENWAY OR WITH OUR STAFF THAT EXCEED OR FALL SHORT OF YOUR EXPECTATIONS BY CONTACTING THE DIRECTOR OF PATIENT SERVICES, AT 617.927.6178