

Guidelines for Quality Care of Transgender Patients

I. PURPOSE

To provide guidance for staff interaction with transgender, non-binary and gender non-conforming patients who present to Student Health & Counseling Services (SHCS) at University of California, Davis for care.

II. SETTING

Student Health & Wellness Center, North Hall and satellite locations

III. DEFINITIONS

The following definitions were taken from the University of California, San Francisco's *Guidelines for the Primary and Gender-Affirming Care of Transgender and Gender Non-Binary People* (accessed February 25, 2020):

- **Gender Identity:** A person's internal sense of self and how they fit into the world, from the perspective of gender
- **Sex:** Historically has referred to the *sex assigned at birth*, based on assessment of external genitalia, chromosomes and/or gonads. In everyday language, this is often used interchangeably with gender; however there are differences which become important in the context of transgender people.
- **Gender Expression:** The outward manner in which an individual expresses or displays their gender. This may include choices in clothing and hairstyle, or speech and mannerisms. Gender identity and gender expression may differ; for example a woman (transgender or non-transgender) may have an androgynous appearance, or a man (transgender or non-transgender) may have a feminine form of self-expression.
- **Lived Name:** A self-chosen or preferred personal and/or professional name used instead of a legal name. Sometimes called "preferred name." (University of California's Gender Recognition and Lived Name Policy, February 2020)
- **Transgender:** A person whose gender identity differs from the sex that was assigned at birth. May be abbreviated to *trans*. A transgender man is someone with a male gender identity and a female birth assigned sex; a transgender woman is someone with a female gender identity and a male birth assigned sex. A non-transgender person may be referred to as *cisgender* (cis=same side in Latin).
- **Non-Binary:** transgender or gender nonconforming person who identifies as neither male nor female.
- **Gender Non-Conforming:** A person whose gender identity differs from that which was assigned at birth, but may be more complex, fluid, multifaceted, or otherwise less clearly defined than a transgender person. *Genderqueer* is another term used by some with a range of identities.

Note: This guideline will use "trans" as an umbrella term to describe all non-cisgender patients.

IV. PROCEDURE/RESPONSIBILITY

When a trans patient presents for care, they will be addressed and referred to on the basis of their self-identified gender identity, using their pronouns and the name they would like to be called (i.e., lived name), regardless of their appearance, surgical history, legal name or sex assigned at birth.

A. Protocol for Interaction with Trans Patients

- i. If a patient's pronouns are not in the electronic medical record (EMR), then gendered pronouns such as "he/him" and "she/her" should not be used. "They/them" or the patient's lived name should be used instead.
- ii. If a patient corrects a staff member when an incorrect lived name (sometimes referred to as "deadnaming") and/or pronoun (sometimes referred to as "misgendering") is used, then the staff member will immediately apologize and use the correct lived name and/or pronoun going forward.
- iii. Staff may only ask a patient about their trans status, sex assigned at birth or gender affirmation procedures when such information is directly relevant to the patient's care.
- iv. Staff will comply with all privacy laws and affirm with patient that information they provide regarding their gender identity is protected
- v. If a patient is covered under someone else's insurance in California and has privacy concerns, they will be informed that they can contact their insurance company to complete a Confidential Communications Request

B. Access to Hormone Therapy

- i. While not all trans patients are interested in receiving hormone therapy, all patients who initiate hormone therapy will be able to access continued hormone therapy at SHCS unless medically contraindicated
- ii. Patients will be referred to an Insurance Services Case Manager for assistance navigating any insurance and billing issues that may arise

C. Updating Demographic Fields in EMR

- i. Staff members with appropriate access will update patient demographic fields accordingly when they are corrected by a patient
- ii. If a patient needs to change their demographic data (e.g., their race/ethnicity, gender identity, pronouns, lived name), then staff should guide the student through the appropriate process. Patients may update their profile themselves via the Health-e-Messaging Online Portal.

D. Restroom Access

- i. All patients at SHCS may use the restroom that best aligns with their gender identity, regardless of gender expression or whether or not they are pursuing gender affirmation processes or procedures.
- ii. Locations of gender-inclusive restrooms:

Student Health and Wellness Center

- 1st Floor, near Acute Care (Room 1008)
- 2nd Floor, Near Optometry, next to Primary Care 3 Reception Desk (Room 2002)

North Hall

- 1st Floor, Room 110

Other Campus Locations

- https://campusmap.ucdavis.edu/?s=gender_inclusive

E. Resource Access

- i. When appropriate and available, staff will provide trans patients with trans-specific resources. See Attachment II for Resources.
- ii. Patients may access items to assist with gender presentation at the [LGBTQIA+ Resource Center's Gender Affirmation Closet](#)

V. FURTHER GUIDANCE

A. Do:

- i. Remember that *systems* and *environments* contribute to a person's health status more than their individual behaviors
- ii. Recognize that healthcare experiences can traumatize or retraumatize patients, and that trauma-informed practice is essential
- iii. Remember that trans patients are generally presenting for the same types of care as other patients
- iv. Be responsible for using professional language and demeanor at all times
- v. Ask the patient what name and pronoun they use
- vi. Introduce yourself with your pronouns if you are comfortable doing so
- vii. Complete appropriate and/or medically necessary screenings and exams within your scope of practice
- viii. Continue to check in with patients regarding gender-affirming care when appropriate
- ix. Proactively educate yourself on the specific health care needs of trans people as it relates to your professional or clinical role
- x. Consult with knowledgeable colleagues

B. Do Not:

- xi. Assume a patient's goals around gender-affirming care
- xii. Use excessive precautions beyond what is medically necessary or refuse to touch the patient
- xiii. Make assumptions regarding what name or pronoun the patient uses
- xiv. Prohibit or challenge restroom use
- xv. Ask inappropriate questions or perform unnecessary exams

VI. RESOURCES

• **Patient Resources:**

- o We Thrive: Elevating Queer and Trans Community Health:
shcs.ucdavis.edu/wethrive
- o Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual Resource Center:
lgbtqia.ucdavis.edu

• **Staff Training Resources:**

- o Healthcare Equality Index:
 - As a participant in the Human Rights Campaign Foundation's Annual [Healthcare Equality Index](#), over 60 different online, on-demand CME-accredited LGBTQIA+ training options are free to SHCS staff through the [National LGBT Health Education Center](#) and the [Center for Affiliated Learning \(The CAL\)CAL](#). Visit hrc.org/hei/LGBTQ-training for course descriptions and to register for training.

You **must** register an account and use our Facility ID Number in order for SHCS to receive HEI credit.

SHCS' Facility ID Number: _____

Security Code (for registration on The CAL): _____

- o UCSF Center of Excellence for Transgender Health:
<https://prevention.ucsf.edu/transhealth>
- o [Trans-Inclusive College Health Programs, American College Health Association](#)
- o World Professional Association for Transgender Health (WPATH):
<https://www.wpath.org>