

The Apicha CHC Trans Health Clinic: Orientation









How we will help you become comfortable in your own body



apicha
community health center

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Apicha CHC's Trans Health Program

Apicha CHC's Trans Health Program consists of three primary components of health care for our transgender/ gender non-conforming patients. Basically, we don't just provide hormones, we ensure that our patients receive every and all health care services that they may need to be healthy.

The three primary components of care at the Trans Health Clinic are:

1. Primary Care Services :

- Hormones
- PrEP
- Vaccinations

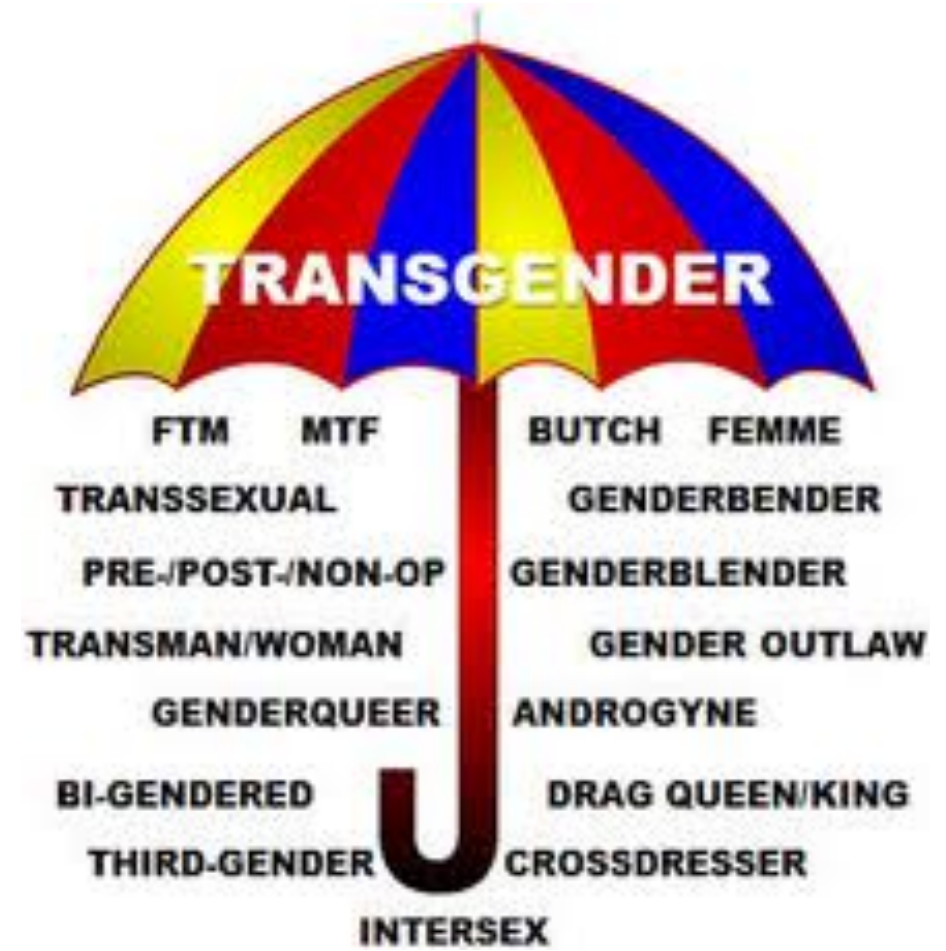
2. Mental Health Services

3. Supportive Services

- Care Management

Why do we use the word trans?

Trans is an umbrella term that encompasses the many unique situations that the Trans Health Program serves.



your first visit to Apicha CHC

Your first visit will include:

- Easy to understand enrollment process
 - clear, gender-affirming registration forms
 - insurance verification OR
 - financial screening for our sliding fee scale/
benefit eligibility
- Set appointments with a PCP and Mental Health provider.



what you should know about our clinic

We respect you and expect the same in return:

- Be on time, or better yet, come a little early!
- Help us maintain a pleasant, quiet, and clean environment
- Be courteous to our staff and other patients

You must inform your insurance of your new PCP prior to your first medical appointment

If you are uninsured, let us know, because:

- You are responsible for the cost of the labs (Trans Health Clinic staff may be able to help)
- You are responsible for the cost of immunizations (Trans Health Clinic staff may be able to help)



primary care services

First visit with your Primary Care Provider:

You can't know where you're going until you know where you've been. We want to make sure your vaccinations are all up-to-date and order the tests we need from the lab. Only then will we discuss hormone treatment.

Every patient is a unique patient with unique concerns and questions, and we need to make sure all of those questions are answered. Your transition process won't be the same either, and we want to talk about what that will involve for you.

Primary care includes:

- Preventive care & screening
- Care when you are sick and treatment for health conditions
- Hormone and/or anti-androgen therapy

After your treatments, we provide follow-up care and monitoring. It's important to remember that the timeline of your treatments and follow-up care will be as unique as you are. We will also help monitor your labs and make sure everything is moving along smoothly. We'll also provide you primary medical care throughout the process.



mental health services

Mental Health Services include:

- Initial Mental Health Assessment
- Short-term counseling
- Referrals for longer-term mental health care
- Psycho-education groups
- Discussing coming out issues (family and work)
- Discussing relationship and work issues

Mental Health Frequently Asked Question (FAQ):

Q: When can I get a mental health appointment?

A: You can talk with your PCP on your first visit about getting a mental health appointment or at any time during your treatment. (You can also speak with Trans Health Clinic staff and they will help you schedule an appointment at your earliest convenience)



care management team

What We Do:

Facilitate care and communication between patient, primary care provider (PCP), clinic staff, mental health provider, and **offsite services**

We also co-facilitate transgender education groups

Offsite Services can include:

- Entitlements (benefits)
- Insurance
- Specialty referrals (i.e. surgery)
- Housing assistance programs
- Name change
- Gender marker change
- Immigration



hormones FAQ

Q: What about hormones?

A: If you are interested in Hormone Replacement Therapy (HRT)/Cross-Gender Hormones, you should let your PCP know during your first appointment or at any time during your treatment.

Q: Do I have to take hormones?

A: It is your decision. Hormone Replacement Therapy is not only a choice but a very personal one. If you choose hormones, your PCP will explain to you what to expect.

Q: When can I get hormones if I want them?

A: If you have made the decision to start HRT, your PCP will send a prescription to a pharmacy (in NYS all prescriptions must be sent electronically). You can always speak with a Trans Health Clinic staff if you need any help finding a pharmacy, insurance company, etc.

other FAQs

Hormones (continued):

Q: How do I get a refill of my hormones?

A: You should call the clinic or use the portal during business hours and request a refill. It may take up to 1 business day, so call before you are down to your last pill! It may feel like an “emergency” but it is not, so please do not use the emergency number.

Other:

Q: What should I do if I am sick

A: Call the clinic at 212-334-6029 and ask for an appointment to see your PCP. Let them know you are sick, so they will give you a “soon” appointment.



surgery FAQs

Q: How and when can I get a letter for surgery?

A: The process for getting a letter for surgery can take some time and be a little bit more involved, so keep that in mind!

The process for getting a letter for surgery is different from a gender marker letter, so let us know as soon as you are considering having surgery. It can take a few sessions with the LCSW and psychiatrist to obtain a letter for surgery, so plan ahead...

Plan ahead in preparation for your surgery:

- Get the information, in writing, from the surgeon's office telling you what the surgeon wants in a letter and if you need any special blood tests, etc
- It is also best if you stop smoking **AT LEAST 3 months** before surgery to help you heal better
- If you are living with HIV, controlling your virus before surgery will help you to heal better (take your meds!)



other resources

Trans Health Clinic at Apicha CHC has many resources and works closely with other organizations who provide specific services to Trans / Gender Non-conforming individuals, in all stages in their transition, or who are anywhere in the gender spectrum, in the New York City area.

To learn more information about the Trans Health Clinic, go to www.apicha.org/request-appointment/

Apicha CHC also offers trans orientation sessions for those transitioning or thinking about transitioning.

Trans Orientation Sessions are on the first and third Tuesday of every month and are held at the Apicha CHC health clinic. For directions, go to <https://apicha.org/contact-apicha-community-health-center/>

Have any general questions about Apicha CHC or what we do? You may find the answer on our Frequently Asked Questions (FAQ) page: <http://info.apicha.org/apicha-community-health-center-new-patients>

You can also learn more about Apicha CHC and why we do what we do at: <http://info.apicha.org/about-apicha-community-health-center>



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