



University of California, Riverside Student Health Services



Guidelines for Quality Care of Transgender Patients

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Responsible Staff	SHS Admin Director

I. PURPOSE

To provide guidance for staff interaction with transgender, nonbinary and gender non-conforming patients who present to Student Health Services (SHS) at University of California, Riverside for care. *Note: This guideline will use “trans” as an umbrella term to describe all non-cisgender patients.*

II. SETTING

UCR Student Health Services

III. DEFINITIONS

The following definitions were taken from the University of California, *Gender Lived Name Policy* accessed January 2021:

Cisgender: Denotes or relates to a person whose gender identity corresponds with an ascribed sex.

Dead name: Refers to the name a trans person was given at birth but is no longer using. The term is intended to stress the inappropriateness of referencing a person’s name given at birth instead of their chosen name and effectively misgendering their identity. Legal name rather than dead name will be used for purposes of this policy.

Gender identity: The gender(s), if any, with which a person identifies. An individual’s gender is their gender identity, which can be the same or different from their sex assigned at birth.

Genderqueer/gender nonconforming: A person whose gender identity and/or gender expression falls outside of dominant social norms.

Intersex: Intersex is an umbrella term that describes a wide range of natural bodily variations that do not fit typical definitions of male and female bodies. These variations may include, but are not limited to, unique chromosome compositions, hormone concentrations, and external and/or internal biology.

Legal name: A name appearing on an official government-issued document.

LGBTQ: An acronym that stands for lesbian, gay, bisexual, transgender, queer and/or questioning of one’s sexual orientation or gender identity. Sometimes the acronym is expanded to LGBTQIA+ to include intersex, as well as asexual, agender and aromantic people, plus other associated communities.

Lived name: A self-chosen or personal and/or preferred professional name used instead of a legal name.

Nonbinary gender: An umbrella term for genders other than woman or man, including genders with aspects of both or neither. Nonbinary people may identify as agender, genderqueer, gender fluid, Two Spirit, bigender, pangender, gender nonconforming or gender variant.

Preferred name: Preferred name, like lived name, is a self-chosen personal and/or professional name used instead of a legal name.

Transgender Woman/Trans Woman: A woman who was assigned male sex at birth

Transgender Man/Trans Man: A man who was assigned female sex at birth

Transgender/Trans: An umbrella term describing a person whose gender differs from their sex assigned at birth. A trans person may take social, medical and/or legal steps to transition. A person may identify as trans before/without taking any steps to transition, as gender is self-determined and not based on social, medical or legal recognition.

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. 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 should apologize, assess the need to update PnC registration with lived name and/or pronoun and use the correct lived name and/or pronoun.
- iii. Staff should 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 concerns about privacy, staff will inform the student 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 through SHS unless medically contraindicated.
- ii. Patients will be referred to Insurance Services staff 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.

D. Restroom Access:

- i. All patients at SHS 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. All restrooms at SHS are single use non gender specific.

E. Resource Access:

- i. When appropriate and available, staff will provide trans patients with trans-specific resources.

F. SHS staff Mandatory onboarding training:

The following UCR LMS training will be added to the mandatory onboarding HR list Gender recognition A focus on Transgender, Nonbinary and Intersex awareness RI-SAE0032.

V. RESOURCES

• Patient Resources:

- o UCR LGBT Resource Center and website: <https://out.ucr.edu/>
- o UCR Trans Guide: <https://out.ucr.edu/resources/ucr-trans-guide>

• Staff Training Resources:

- o UCR LMS Gender Recognition: A focus on Transgender, Nonbinary and Intersex awareness. R1-SAE0032
<https://ucrllearning.ucr.edu>
- o Pronouns Matter:
<https://out.ucr.edu/pronouns-matter>
- o UCR LGBTRC Trainings:
<https://out.ucr.edu/educational-trainings>
- o UCSF Center of Excellence for Transgender Health
<https://prevention.ucsf.edu/transhealth>
- o Trans-Inclusive College Health Programs, American College Health Association
https://www.acha.org/documents/resources/guidelines/trans-inclusive_college_health_programs.pdf
- o World Professional Association for Transgender Health (WPATH):
<https://www.wpath.org>
- o UCOP Gender Recognition and Lived Name policy
<https://policy.ucop.edu/doc/2700693/GRLN>