Administrative Policy
Transgender Patient Services & Support

Author: [Redacted]
Executive Sponsor: [Redacted]
Date: [Redacted]

Policy Type
☐ Entity Governance Policy
☐ System Governance Policy
☒ Entity Policy
☐ System Policy
☐ Entity Departmental Policy
☐ System Departmental Policy
☐ Departmental Policy
☐ Home Office Policy

Policy Scope
☐ Summa Health (Corporate)
☐ Summa Health System (Hospitals)
☐ Summa Health Network
☐ New Health Collaborative
☐ Summa Physicians, Inc
☐ SMSO
☐ Department: _________________________________
Purpose:

To ensure that appropriate, welcoming interactions with transgender patients are preserved

Scope:

Summa Health System

Definitions:

Gender dysphoria - Clinically significant distress caused when a person's assigned birth gender is not the same as the one with which he/she identifies. According to the American Psychiatric Association's Diagnostic and Statistical Manual of Mental Disorders (DSM), the term – which replaces Gender Identity Disorder – "is intended to better characterize the experiences of affected children, adolescents, and adults."

Gender expression - External appearance of one's gender identity, usually expressed through behavior, clothing, haircut and/or voice, and which may or may not conform to socially defined behaviors and characteristics typically associated with being either masculine or feminine.

Gender identity - One's innermost concept of self as male, female, a blend of both or neither – how individuals perceive themselves and what they call themselves. One's gender identity can be the same or different from the sex assigned at one’s birth.

Gender transition - The process by which some people strive to more closely align their internal knowledge of gender with its outward appearance. Some people socially transition, whereby they might begin dressing, using names and pronouns and/or be socially recognized as another gender. Others undergo physical transitions in which they modify their bodies through medical interventions.

Gender-nonconforming - A broad term referring to people who do not behave in a way that conforms to the traditional expectations of their gender, or whose gender expression does not fit neatly into a category.

LGBTQ - An acronym for “lesbian, gay, bisexual, transgender and questioning/queer.”

Sexual orientation - An inherent or immutable enduring emotional, romantic or sexual attraction to other people.

Transgender - An umbrella term for people whose gender identity and/or expression is different from cultural expectations based on the sex they were assigned at birth. Being transgender does not imply any specific sexual orientation. Therefore, transgender people may identify as straight, gay, lesbian, bisexual, etc.
Policy:

Pursuant to Section 1557 of the Affordable Care Act prohibiting sex discrimination in any hospital or health program that receives federal funds, and courts and the U.S. Department of Health & Human Services, Office of Civil Rights (OCR), Summa prohibits discrimination based on gender identity and sex stereotyping.

When a transgender patient presents for health care, the patient will be addressed and referred to on the basis of the patient’s self-identified gender, using the patient’s preferred pronoun and name, regardless of the patient’s appearance, surgical history, legal name, or sex assigned at birth.

Protocol for Interaction with Transgender Patients: Transgender people may avoid seeking health care due to fear of mistreatment or negative past experiences. Because of this, healthcare providers must take an active role in ensuring that all patients, including and especially our transgender patients, feel welcomed and cared for. We are ALL responsible for ensuring high quality, patient-centered care for transgender patients.

- A transgender patient’s preferred pronoun should be determined as follows:
  - If the patient’s gender presentation clearly indicates to a reasonable person the gender with which the patient wishes to be identified, the hospital staff member should refer to the patient using pronouns appropriate to that gender.
  - If the hospital staff member determines the patient’s preferred pronoun on the basis of the patient’s gender presentation, but is then corrected by the patient, the staff member should then use the pronouns associated with the gender identity verbally expressed by the patient.
  - If the patient’s gender presentation does not clearly indicate the patient’s gender identity, the hospital staff member should discreetly and politely ask the patient for the patient’s preferred pronoun and name.

- Staff may only ask patients about their transgender status, sex assigned at birth or transition-related procedures when such information is directly relevant to the patient’s care.

Room Assignments for Respect and Dignity: Every patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of his/her personal dignity. When patients are assigned to rooms based on gender, Patient Care Services (PCS) will assign a transgender patient to a room in accordance with the patient’s self-identified gender, unless the patient requests otherwise.

- Transgender patients shall be assigned to in-patient rooms in the following order of priority:
  - If a transgender patient requests to be assigned to a room with a roommate of the patient’s same gender identity, and such a room is available, the request should be honored.
  - If a transgender patient requests a private room and there is one available, it should be made available to the patient.
  - If a transgender patient does not indicate a rooming preference, and a private room is available, the private room should be offered to the transgender patient. The offer should be explained to the patient as optional and for the purpose of ensuring the patient’s privacy, safety, and comfort.
  - If a private room is not available and the transgender patient does not wish to share a room with a roommate, the transgender patient should be assigned to an empty double room with the second bed blocked.
If there is no private room or empty double room available, the patient should be assigned to a room with a patient of the gender with which the transgender patient identifies.

- PCS shall determine a patient’s self-identified gender prior to assigning the patient a room by reviewing the patient’s admitting/registration record. If upon admission it is impossible for the patient to inform the staff of his or her self-identified gender, then, inferences should be drawn from the patient’s presentation and mode of dress.

Restroom Access and Personal Safety: Every patient has the right to receive care in a safe setting. All patients of the hospital may use the restroom that matches their gender identity, regardless of whether they are making a gender transition or appear to be gender-nonconforming.

Privacy and Confidentiality: All patients, including transgender patients have the right, within the law, to personal and informational privacy. Please refer to Patients Rights and Responsibilites Policy.

Identity: Each patient has the right to use pronouns as the patient identifies and request providers to use these pronouns. Example pronouns may be: sher, her, and hers; he, him, and his; they; etc.

- Also, patients must be accommodated regarding requests for:
  - Access to items that assist gender presentation
  - Access to continued hormone therapy
  - Assistance with insurance/billing claims

Procedure:

<table>
<thead>
<tr>
<th>GUIDELINES FOR PROVIDING HIGH QUALITY PATIENT-CENTERED CARE</th>
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<tr>
<td><strong>DO:</strong></td>
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<td>Remember that transgender patients are generally admitted to hospitals for the same types of care as other patients. Although transgender patients may also enter hospitals for transition-related health care services, do not assume they have surgically or hormonally altered their bodies.</td>
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<td>Be responsible for using professional language and demeanor at all times.</td>
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<td>Ask the patient what name or pronoun is preferred.</td>
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<td>Allow patients access to bathrooms.</td>
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<td>Complete medically necessary questionnaires and exams within your scope of practice.</td>
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<td>Educate yourself on the specific healthcare needs of transgender people as it relates to your professional or clinical role.</td>
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- Educational resources are available
Responsibilities and Authorities:

All staff are to assure the transgender patient services and support are respected.

Records:

Documentation shall be maintained in the medical record.

References:

The Joint Commission – RI. 1 – RI. 1.5
482.13 Condition of Participation: Patients Rights
“Creating equal access to quality health care for transgender patients: Transgender-affirming hospital policies” Lambda Legal & Human Rights Campaign