



**TRANS  
HEALTHCARE**

**Carnegie  
Mellon  
University**

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# WELLNESS

Inclusion

SAFETY

access

This zine is made for YOU to help YOU navigate University Health Services at Carnegie Mellon University, as trans, non-binary, or gender-nonconforming students.

You matter and your health matters!

You deserve care that fits your needs!

WHO

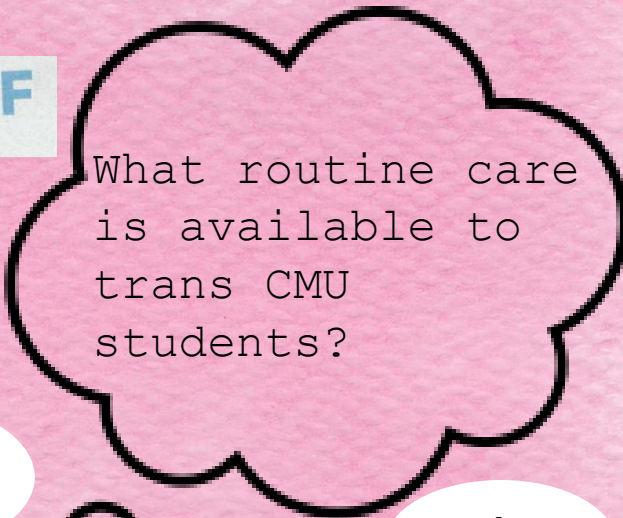
Trans, Non-binary, & Gender-nonconforming students

WHERE

CMU University Health Services (UHS)

# A WHOLE LOT OF

# IMPACT



General illness or injury checkups

Alcohol/drug assessment and referral

Flu shots

Sleep assessments

Quit smoking support

Pregnancy prevention counseling and birth control prescriptions

Psychiatric care

Vaccines:  
Hep. A  
Hep. B  
HPV  
MMR  
Meningitis  
Tetanus

Emergency contraception  
AKA morning after pill or Plan B

Allergy shots

Stress consultations

Physical exams

Routine/annual gynecological exams

Gynecological problem exams

sexually transmitted infection testing and sexual health counseling



**CHEST EXAMS**

**TIP!**

## **Detect**

UHS recommends students follow guidelines for routine screening of sex-specific organs, like pap smears/ gynecological exams, chest exams, prostate exams, etc.

PrEP: Pre-Exposure Prophylaxis (PrEP) is a new HIV prevention treatment. Taking PrEP once daily lowers the risk of HIV transmission significantly

If you are uncomfortable with these types of exams, UHS is happy to talk with you about how to make it easier.

hormone therapy and gender confirmation surgical referrals



**STANDING UP FOR**  
**yourself**

You have  
rights as  
a patient!

Patient rights

1. To receive considerate and respectful care at the University Health Service (UHS).

This includes UHS using the name and pronouns that you use to describe yourself.

2. To receive an explanation of your diagnosis, treatment, and prognosis in terms you can understand.

\*And in terms you prefer to use to refer to your body!

3. To expect that your personal privacy will be respected by all staff at the UHS.

4. To expect that your medical records will be kept confidential and will be released only with your written consent, or in cases of medical emergencies, or in response to court ordered subpoenas. (Confidentiality can be violated if the individual poses a significant threat of harm to self or others.)

**TIP!**

**THEY**

**HIS**

**She**

5. To know the names and positions of people involved in your care by official name tag and / or personal introduction.

6. To refuse to allow medical, nursing or other allied professional students who are participating in a clinical rotation to participate in your care.

\*If there are certain providers or medical professionals that you are more comfortable with, you can request to be seen by them.

7. To change your primary care provider if other qualified providers are available.

8. To review any medical records created and maintained by UHS regarding your care and treatment.

9. To request an amendment to information contained in your Protected Health Information (PHI) which will then be considered part of the PHI, and therefore will be released through any valid authorization process.

\*It's illegal for Healthcare providers to treat you differently on the basis of your gender identity or sexual orientation.





You can always bring a friend or family member to your appointment at UHS as a support person!

They can:

come to your appointment,

accompany you when you talk to reception staff in the waiting room,

Observe your provider's behavior and advocate for you,

and you can ask them to take note of any medication or tests recommended.

Everyone's needs are different!

Discuss what types of support you want before, during, and after your appointment!

# YOU HAVE A CHOICE

Your  
health is  
worth it!

Patient  
responsibilities

As a patient at UHS, you are responsible for:

1. Providing accurate and complete information about your past health history and present complaints.

It may be a bit uncomfortable or scary, but it's important that you tell your provider about your health history and present complaints. You can do this using whatever language you feel comfortable using as long as you get the information across. We can't treat you if we don't have all the info we need about your health!

2. Asking questions if you do not understand the explanation of your diagnosis, treatment, prognosis or any instructions.

UHS can't answer your questions if you don't ask!

3. Providing the necessary personal information to complete your file.

\*Please let UHS know what your name and pronouns are so that they can ensure that they have them correct! You can tell UHS staff in person and/or change your name and pronouns via HealthConnect.

4. For keeping appointments unless you notify the service when you are unable to do so.

5. For following the recommended treatment plan.

6. For any charges billed to you.

7. For following the rules and regulations that are posted within the UHS.

Both patient and provider need to work together so that you can get the best care. Please do your part so that UHS can do theirs!



# Born to Be

# FEAR LESS

It's ok/normal to feel nervous when going to UHS- but your health is worth it!

Dysphoria can make accessing health care hard, but there are some ways to make it easier! If dysphoria makes seeing a provider difficult for you, UHS will work with you to make the experience easier. Your providers care about your health.

Sometimes a patient may feel embarrassed when seeing a provider. We understand! UHS is here to support you.

You deserve competent and friendly care!

You deserve care where you don't have to teach providers about trans care. That isn't your responsibility!

**YOUR** Body

# Your Business

## What to expect at a UHS appointment

The medical record system UHS uses does not receive \*preferred name\*, pronouns, or any other gender identity information from SIO

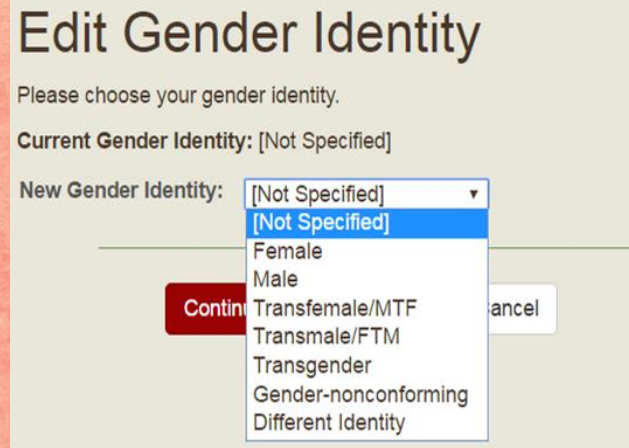
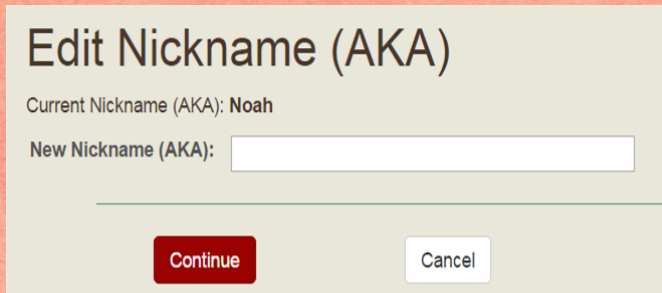
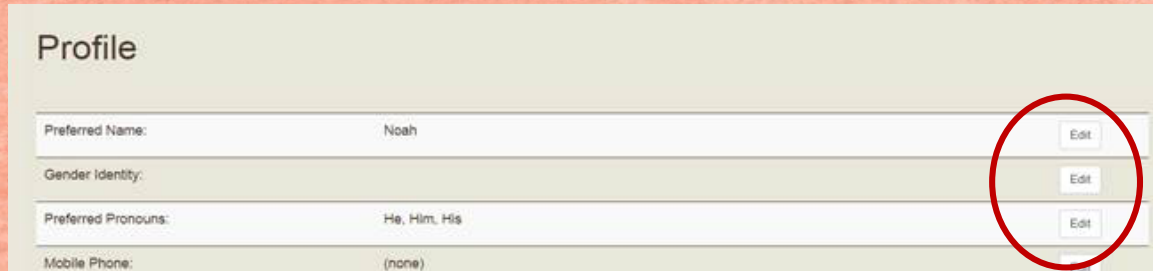
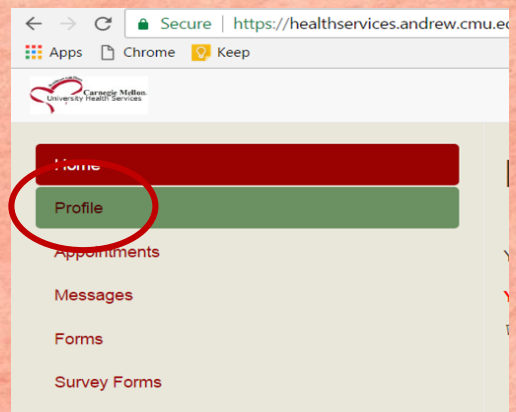
Updating your information in HealthConnect is an easy way to ensure that UHS knows how to address you correctly!

You can add **\*preferred name\***, pronouns, and gender identity through **HealthConnect**

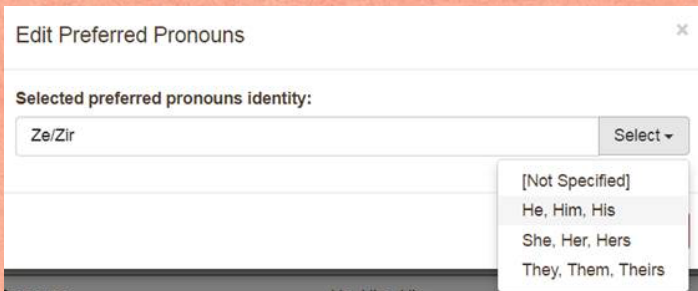
\*Cisgender people don't have "preferred names," and neither do trans people- they are just our correct names! Since HealthConnect refers to this as \*preferred name\* we put asterisks around it to acknowledge that this is the language you might see in HealthConnect, but it is not our language!

When updated information is available in HealthConnect, UHS staff will call you back by your \*preferred name\* or last name. UHS is in the process of making this routine, and not all staff are in the habit of doing this just yet.

Changing gender identity, pronouns, and \*preferred name\* in HealthConnect:



You can also update your pronouns by typing in the open text box or by selecting from a dropdown menu:



\*UHS recognizes that terms like MTF and FTM don't reflect the way that some trans people identify, and that there are only a few other options. We are limited by what is available to us through the software company, but your feedback can help us advocate for more options. Please feel free to send us an email at [healthpromotion@andrew.cmu.edu](mailto:healthpromotion@andrew.cmu.edu) with your feedback.

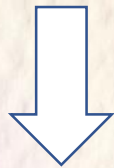
TIP!

ASK YOUR DOCTOR ABOUT

Your provider may ask you what words to use when referring to your body.

"I need to know what kind of reproductive organs you have. I'm going to use plain medical terminology. Is that okay?"

If your provider is using words that make you uncomfortable or that you don't use, you can ask them to use different words to refer to your body. When they collect medical history, you can tell them you do not prefer plain medical terminology!



Provider:

When was your last menstrual cycle?

Patient:

Please say shark week. Shark week last started on Tuesday, August 8th.

# Insurance

What is covered by the CMU student health plan?

The Aetna Health plan provided by CMU covers routine and transition-related care. The Aetna plan also will not limit coverage of services based on your assigned sex at birth, gender identity, or recorded gender.

Aetna covers Gender Confirmation Surgery (GCS) as long as the following criteria are met: letter(s) of referral from a mental health professional, documented gender dysphoria, you are 18 years or older, and mental health is reasonably controlled. For some types of GCS, hormone therapy and real life experience living in a gender role congruent with your gender identity is required. Some procedures that are often used as GCS are considered cosmetic.

Check out

<http://aet.na/1B2mnpN>

For more info

\*Insurance coverage for trans-related healthcare can be complicated and confusing. If you are unsure about what is covered by your insurance plan, UHS may be able to help you figure it out!

Email Noah Riley, our trans health promotion specialist at [healthpromotion@andrew.cmu.edu](mailto:healthpromotion@andrew.cmu.edu).



## Routine Care & The ACA

Under the ACA, it is illegal for any insurance to deny coverage for **routine care** on the basis of gender identity and sex assigned at birth. Routine care that is covered for cisgender individuals is also covered for transgender individuals!

For example, if you have a uterus, gynecological care is covered under the ACA even if you have legally changed your gender marker.

If you have been denied coverage for routine care at UHS, please contact us at **healthpromotion@andrew.cmu.edu** and we may be able to help!

# COMFORTABLE

Have questions, concerns, or suggestions?  
Reach out to the following people:

Health Promotion at CMU

## **Noah Riley**

Carnegie Mellon University Health Services  
1060 Morewood Avenue | Pittsburgh, PA 15213  
nriley@andrew.cmu.edu  
healthpromotion@andrew.cmu.edu  
Pronouns: He/Him/His

or

Gender Programs and LGBTQ+ Initiatives

## **Jess Klein**

Center for Student Diversity and Inclusion  
Lower Level, Cohon Center | Pittsburgh, PA 15213  
jeklein@andrew.cmu.edu  
Pronouns: She/Her/Hers

# CMU promotes love and inclusion



Worith



# Carnegie Mellon University

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