

SUCCESS ON CAMPUS

**HEALTH**

AND WELLBEING

**BETTER**

CONNECTED

**RESOURCES**

LIVE YOUR

**BEST LIFE**

INCLUSIVE

**SUPPORT**

CONTACTS



UNIVERSITY  
HEALTH CENTER

NAVIGATING YOUR HEALTH AND WELLNESS:

**A Guide for Transgender,  
Non-Binary, and  
Gender Non-Conforming  
Terps**



# WELCOME!

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We're happy you decided to pick up our guide. Our goal is to provide transgender, gender nonconforming, non-binary, agender, and genderqueer students here at the University of Maryland with a way to easily identify all of the resources that our university provides to support your health and wellbeing on campus.

Gender is not one-size fits all, and neither are your needs to support your success on campus. Therefore, some parts of this guide may be more helpful to you than others. The goal of this guide is to share several campus and community resources and contacts so that you can be better connected to what will help you live your best life while you are here... and beyond!

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THE UNIVERSITY  
HEALTH CENTER  
IS **COMMITTED**  
TO PROVIDING  
**QUALITY,**  
**CONFIDENTIAL**  
**SERVICES** TO  
THE CAMPUS  
COMMUNITY,  
INCLUSIVE OF  
ALL SEXUAL  
ORIENTATIONS AND  
GENDER IDENTITIES.

# UNIVERSITY HEALTH CENTER

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The University Health Center (UHC) is here for you in sickness and in health! We are committed to providing quality, confidential services to the campus community, inclusive of all sexual orientations and gender identities. The Human Rights Campaign has even recognized the UHC as a Leader in LGBT Healthcare!

We provide a wide range of health services including but not limited to:

- **Hormone initiation and maintenance**
- Walk-in services
- Pharmacy
- STI/HIV testing
- Mental health services
- Peer education programs
- Substance use counseling
- Meditation
- Massage
- Nutrition services
- PEP and PrEP for HIV prevention
- On-site laboratory
- Physical therapy
- Acupuncture
- Physical and annual exams

For more information about all of these services, please visit [www.health.umd.edu](http://www.health.umd.edu).

## INITIATING OR MAINTAINING HORMONES AT UHC

The UHC aligns with the World Professional Association for Transgender Health (WPATH) guidelines and standards of care and other professional best practices to enhance safety and success for our patients. We acknowledge that this may require a number of visits and assessments, all designed to provide you with the best care and to help you meet your needs and goals during this process.

When scheduling your appointments, please make sure that the staff member is aware that this is an appointment associated with hormone initiation or

management. This will ensure that you get the right appointment time with the right person! Please see below for more information about our 3 step process:

### 1. Make an appointment with Mental Health Services 301-314-8106

#### What should one expect during this visit?

WPATH guidelines require that patients seeking hormones participate in a comprehensive mental health hormone readiness assessment. This session(s) will include an assessment of your personal and treatment history as well as prepare and direct you to the next steps in this process.

If you have an outside Mental Health professional who is providing the letter of hormone readiness, please see the list at right for instructions.

This letter may not be necessary for patients using Mental Health Services at UHC for their assessment. Rather, the required information will be documented in your confidential medical chart.

Mental Health Services also provides behavioral health medication evaluations and medication management, manages mental health emergencies, and provides short term individual and group therapy by appointment. Additional mental health resources can be found on page 12.

WPATH requires that letters from outside professionals include:

- The client's general identifying characteristics;
- Results of the client's psychosocial assessment, including any diagnoses;
- The duration of the referring health professional's relationship with the client, including the type of evaluation and therapy or counseling to date;
- An explanation that the criteria for hormone therapy have been met, and a brief description of the clinical rationale for supporting client's request for hormone therapy;
- A document stating that informed consent has been obtained from the patient;
- A statement that the referring health professional is available for coordination of care and is willing to communicate with UHC providers.

APPOINTMENTS  
AND ASSESSMENTS  
ARE DESIGNED TO  
PROVIDE YOU WITH  
**THE BEST CARE**  
AND TO HELP YOU  
**MEET YOUR  
NEEDS AND  
GOALS** DURING  
THIS PROCESS.

STUDENTS WHO  
FEEL **INFORMED**  
AND **SUPPORTED**  
TEND TO  
HAVE **MORE**  
**SUCCESSFUL**  
**TRANSITIONS**  
AND REPORT  
**BETTER**  
**OUTCOMES.**

## 2. Make an appointment to discuss Informed Consent and receive Transition Education and Support

Jenna Messman, 301-314-8130, or through secure message on [myUHC.umd.edu](mailto:myUHC.umd.edu)

What should you expect during this visit?

This appointment is an informal conversation that's intended to provide you with information and support resources. Students who feel informed and supported tend to have more successful transitions and report better outcomes. This meeting is also an opportunity for students to ask specific questions about the process, using insurance, what to expect, how to talk/disclose to others, and how to navigate campus resources.

After this meeting, students will be prepared and referred to the next step in the process.

## 3. Make a Medical Appointment

Penny Jacobs 301-314-8190, or through secure message on [myUHC.umd.edu](mailto:myUHC.umd.edu)

Call your insurance provider to assess coverage or make a determination about using insurance before you make this appointment.

What should you expect during this visit?

The initial appointment will include a detailed medical history, physical exam, and blood work (a patient cannot begin hormones until blood work has been reviewed).

Depending on medical clearance, patients typically initiate hormones within 3 visits.

Your medical provider will discuss your personalized plan to assist you in meeting your goals and needs in a safe manner.

## NAMES AND GENDER IDENTITY AT UHC

[trans.umd.edu](https://trans.umd.edu)

People may use different names for different reasons, but when it comes to healthcare, it is critical that the name on your insurance card is the name that we use for your prescriptions and to bill your insurance to avoid claim rejections. If you generally go by a different name than is on your insurance card, we can make sure to note this name in your medical chart so that providers and UHC staff call you by the correct name, while also keeping your legal/insurance name on your record to ensure proper billing and coverage. If you use a different name than is on your insurance card and/or you have changed your name or gender marker with the university, it is important that you notify UHC staff at registration so that we can best affirm you and ensure the best insurance coverage for your visit. You can be assured that we will work with you and your insurance to resolve any billing issues should they arise.

Our electronic medical record system has a place in your file to note your sex and gender identity (which includes: male, female, transmale, transfemale, transgender, gender non-conforming, and other identity not listed). As mentioned above, it is critical that the sex that we have on file is consistent with the sex associated with your insurance to avoid claim rejections. Therefore, the gender identity section is used to affirm and to notify providers about your gender identity, while maintaining the sex designation that aligns with your insurance coverage. Please notify the staff at registration or your medical provider if you would like to update your gender identity in your medical record with us. This will be confidential and will only be used to affirm your gender in our building.

IF YOU USE A  
**DIFFERENT NAME**  
THAN IS ON YOUR  
INSURANCE CARD  
AND/OR YOU HAVE  
**CHANGED YOUR**  
**NAME OR GENDER**  
**MARKER** WITH  
THE UNIVERSITY,  
IT IS IMPORTANT  
THAT YOU NOTIFY  
UHC STAFF AT  
REGISTRATION  
SO THAT WE CAN  
**BEST AFFIRM YOU**  
AND **ENSURE THE**  
**BEST INSURANCE**  
**COVERAGE** FOR  
YOUR VISIT.

THERE ARE  
**A LOT OF WAYS**  
FOR AN **LGBTQ+**  
**TERP TO FIND**  
**COMMUNITY**  
AT UMD.

# CAMPUS CONNECTIONS

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## LGBTQ+ COMMUNITIES

There are a lot of ways for an LGBTQ+ Terp to feel at home at UMD.

The LGBT Equity Center  
2218 Marie Mount Hall  
[lgbt.umd.edu](http://lgbt.umd.edu)

Students looking for leadership opportunities, to learn more about LGBTQ+ identities, or seeking community and support can visit the LGBT Equity Center. They have a library of books and movies and have comfy couches to relax in between classes! Their friendly and knowledgeable staff are available for advising and referrals.

Multicultural Involvement and Community Advocacy (MICA)  
1120 Adele H. Stamp Student Union  
[thestamp.umd.edu/multicultural\\_involvement\\_community\\_advocacy](http://thestamp.umd.edu/multicultural_involvement_community_advocacy)

MICA houses several different identity-based organizations and provides opportunities to explore LGBTQ+ identities in intersectional ways through collaborative programs and conversations. MICA also hosts Pride Month every April!

Pride Alliance  
[facebook.com/UMDPride](https://facebook.com/UMDPride)

This is an active organization for LGBTQ+ Terps and they host several weekly small groups where you can go to meet and connect with other Terps! One of the small groups under the Pride Alliance umbrella is TransU, which has its own meeting time and space.



## Theta Pi Sigma - Epsilon Chapter [thetapisgimaumd.com](http://thetapisgimaumd.com)

This organization is a gender-inclusive fraternity, affectionately referred to as a “frarority” by its members. A nationally recognized fraternity, Theta Pi Sigma strives to strengthen Greek life at UMD by diversifying the Greek community and promoting leadership, camaraderie, change, and growth in the LGBTQ+ community.

## CAMPUS PERKS

Mixed Gender and Gender-Inclusive Housing  
[reslife.umd.edu/housing/mixedgenderinclusive](http://reslife.umd.edu/housing/mixedgenderinclusive)  
301-314-2100, [eiverson@umd.edu](mailto:eiverson@umd.edu)

The University of Maryland is committed to providing gender-inclusive and gender-neutral housing to students living in residence halls. The university wants all students to feel safe, welcomed, and affirmed while living in the dorms. As a result, there are options for students seeking gender-inclusive housing in traditional style dorms as well as in semi-suites, suites, and apartments on campus.

Voice Lessons  
[hesp.umd.edu/content/speech-and-language-services](http://hesp.umd.edu/content/speech-and-language-services)  
301-405-8083, [kslawson@umd.edu](mailto:kslawson@umd.edu)

Some students may be interested in voice “feminization” or “masculinization” or other therapies regarding their voice. Many students have reported a welcoming environment and success in voice therapy at the Hearing and Speech Clinic available here on campus in LeFrak Hall.

THE UNIVERSITY  
WANTS **ALL**  
**STUDENTS** TO  
FEEL **SAFE,**  
**WELCOMED,**  
AND **AFFIRMED**  
WHILE LIVING IN  
THE DORMS.

## #TransTerps Awareness

[trans.umd.edu](https://trans.umd.edu)

The #TransTerps Awareness Project is a campus-wide initiative seeking to improve campus climate and trans inclusion.

## Restrooms

[go.umd.edu/inclusiverestrooms](https://go.umd.edu/inclusiverestrooms)

Facilities Management has included gender neutral and family restrooms on the interactive campus map. Both options provide greater privacy than “men’s” and “women’s” restrooms and can be found in several health and wellness facilities on campus such as the Health Center, the Counseling Center, and RecWell facilities.

## CAMPUS SAFETY

CARE (Campus Advocates Respond and Educate) To Stop Violence

[health.umd.edu/care](https://health.umd.edu/care)

301-314-2222, 24-Hour Crisis Hotline 301-741-3442, [uhc-care@umd.edu](mailto:uhc-care@umd.edu)

CARE is the only confidential resources for individuals impacted by issues of power-based violence, such as sexual and relationship violence, at UMD. CARE staff can help with crisis intervention, accessing medical care, providing limited academic support, advocacy, counseling and much more. CARE can also provide support for friends, family, and non-offending partners of survivors. CARE can be reached in person on the ground floor of the University Health Center or through the contact information above. No appointment is needed for advocacy. The 24-hour Crisis Hotline number is listed on the back of your University ID card.

Office of Civil Rights and Sexual Misconduct (OCRSM)

[umd.edu/ocrsm/](http://umd.edu/ocrsm/)

301-405-1142, [titleixcoordinator@umd.edu](mailto:titleixcoordinator@umd.edu)

OCRSM provides support for those wishing to report civil rights violations and sexual misconduct to the university. Reporting to OCRSM will result in the university conducting an impartial investigation into the event; this is different from a criminal investigation, which is conducted by the police who must be notified separately. This is the office that non-confidential resources (i.e. faculty, staff, RAs, CAs, etc.) are legally obligated to report to when they learn of civil rights and sexual misconduct incidents. To know more about your rights when reporting and/or during an investigation, contact OCRSM directly.

Police Assistance

[www.umpd.umd.edu](http://www.umpd.umd.edu)

The UMD Police Department (UMPD) provides several resources to keep students safe. You can receive a walking Police Auxiliary or Uniformed Police Escort anywhere on campus 24hrs/day by calling 301-405-3555. Between the hours of 5:30 p.m. and 7:30 a.m. you can call 301-314-6483 to have a N.I.T.E. Ride shuttle come pick you up if you are not near a traditional bus stop. You can also access both of these services using the blue-light emergency phones located around campus.

The UMPD also has an app (available on iOS and Google Play) called UMD Guardian that is designed to increase your safety while out and about on campus. The app lets you share your location and destination with designated friends or family and notifies them if you don't make it there in a timely manner. The app also enables quick communication with the UMPD in case of an emergency.

THE UMD POLICE  
DEPARTMENT  
**PROVIDES  
SEVERAL  
RESOURCES TO  
KEEP STUDENTS  
SAFE.**

THE COUNSELING  
CENTER OFFERS  
**THE RAINBOW  
WALK-IN HOUR**  
WHERE STUDENTS  
CAN RECEIVE  
**A SAME-DAY  
APPOINTMENT**  
WITH AN LGBTQ-  
AFFIRMING  
THERAPIST,  
MONDAY THROUGH  
FRIDAY FROM 3 P.M.  
UNTIL 4 P.M.

## MENTAL HEALTH AND COUNSELING

The Counseling Center

[counseling.umd.edu](https://counseling.umd.edu)

301-314-7651

The Counseling Center provides most of the counseling on campus. The Counseling Center provides short-term individual, couples, and group counseling to students free of charge. The Counseling Center offers the Rainbow Walk-In Hour where students can receive a same-day appointment with an LGBTQ-affirming therapist, Monday through Friday from 3 p.m. until 4 p.m. Check the website or call for dates and times. The Counseling Center will serve walk-in students with mental health emergencies.

The HELP Center

[helpcenterumd.org](https://helpcenterumd.org)

301-314-HELP

The Help Center is a peer counseling and crisis intervention hotline where you can speak to a peer counselor in confidence about your problems and concerns. You don't have to provide your name or any identifying information. All calls made to the Help Center are kept strictly confidential.

The Center for Healthy Families

[sph.umd.edu/department/fmsc/center-healthy-families-0](https://sph.umd.edu/department/fmsc/center-healthy-families-0)

301-405-2273

The Center for Healthy Families is a clinic staffed by graduate student therapists and provides therapy to individuals, couples (married and unmarried), and families. Call for an appointment or with questions.

# COMMUNITY CONNECTIONS

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The University of Maryland is located between Washington, D.C. and Baltimore, MD and provides several community health care options for folks who identify as transgender, non-binary, or gender non-conforming, or anywhere else on the gender spectrum! Below are several resources for people who may be considering gender-affirming healthcare services or surgical options. Please note that this list is not exhaustive, and practices may change as clinicians come and go.

## CLINICS

The University of Maryland Medical Center - Transgender Family Health Services  
[umm.edu/programs/childrens/services/adolescent-and-young-adult/transgender-family-health-services](http://umm.edu/programs/childrens/services/adolescent-and-young-adult/transgender-family-health-services)  
443-682-6800

The staff at Transgender Family Health Services provide gender-affirming care for individuals of all age ranges. The team consists of clinicians from family medicine, pediatric and adult endocrinology, and plastic surgery, providing diverse care options for clients. Services offered by TFHS include primary care, cross sex hormone therapy, counseling referrals, puberty blockers, and surgical referrals. You can make an appointment by calling the Pediatric and Adult Endocrinology unit at UMMC Midtown.

The Washington Endocrine Clinic  
[washingtonendocrineclinic.com/Services.html](http://washingtonendocrineclinic.com/Services.html)  
202-570-5151

The Washington Endocrine Clinic provides hormone therapy to the D.C. transgender community. You can receive comprehensive hormone initiation therapy and maintenance.

Whitman-Walker Health -Transgender Care  
[whitman-walker.org/service/medical/transgender-care/](http://whitman-walker.org/service/medical/transgender-care/)  
202-745-7000

Whitman-Walker provides multifaceted care to the transgender community, including primary care, behavioral health, and support services. The providers at Whitman-Walker address each aspect of a client's health with a team of diverse physicians in psychiatry, dentistry, sexual health, and hormone specialities. Call to make an appointment.

Chase Brexton Health Care - Trans Care  
[chasebrexton.org/our-services/trans-care](http://chasebrexton.org/our-services/trans-care)  
410-837-2050

Chase Brexton offers comprehensive care to pediatric and adult transgender patients. The clinic provides routine care for all age ranges in addition to transgender-specific health concerns. The LGBT Health Resource Center at Chase Brexton provides patients with connections to various community resources. Call to make an appointment.

## SURGEONS

**Dr. Beverly Fischer, M.D.**

Advanced Center for Plastic Surgery  
12205-12207 Tulamore Road  
Timonium, MD 21093  
410-308-4700

**Dr. Navin Singh, M.D.**

Washington Plastic Surgery  
5454 Wisconsin Avenue, Suite 1710  
Chevy Chase, MD 20815  
888-903-2362

**Dr. James Chappell, M.D., FACS**

Annapolis Plastic Surgery  
790 Ritchie Highway, Suite E-35  
Severna Park, MD 21146  
410-417-6304

**Dr. Karen E. Boyle, M.D.**

Chesapeake Aesthetic Surgery  
6535 N. Charles Street, Suite 640  
Baltimore, MD 21204  
877-235-2110

Call each provider with specific cost and insurance inquiries.



**Health Promotion & Wellness Services**

[WWW.HEALTH.UMD.EDU](http://WWW.HEALTH.UMD.EDU)

University Health Center  
University of Maryland  
College Park, MD 20742