



DIVISION OF  
**STUDENT AFFAIRS**

**UNIVERSITY HEALTH CENTER**

# Navigating your Health and Wellness:

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



**AAAHC**  
ACCREDITATION ASSOCIATION  
*for* AMBULATORY HEALTH CARE, INC.

*Published for the UMD Community*

# Welcome!

We're happy you decided to check out 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 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

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 recognized the UHC as a **Leader in LGBT Healthcare** which means that our forms and policies have been reviewed in terms of their LGBTQ+ inclusivity as well as ensuring that our staff go through annual LGBTQ+ health trainings.

**The University Health Center provides a wide range of health services including but not limited to:**

- Hormone Initiation & Maintenance
- Walk-in Services
- Pharmacy
- STI/HIV Testing & Treatment
- Pharmacy
- Behavioral Health Services
- Substance Use Counseling
- Meditation
- Massage & Acupuncture
- Nutrition Services
- PEP and PrEP for HIV Prevention
- On-site Laboratory
- Physical Therapy
- Individual Wellness Consultations
- Physical & Annual Exams

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



# Initiating or Maintaining Hormones at the UHC

The University Health Center operates on an Informed Consent Model for Gender Affirming Hormone care, also known as Hormone Replacement Therapy (HRT).

We use a multidisciplinary approach to provide comprehensive care to enhance the safety, success, and satisfaction for our patients.

## Initiating HRT at The Health Center:

If you are interested in starting hormones at UHC, that can be accomplished in 3 easy steps! Please contact Penny Jacobs by secure message at [myuhc.umd.edu](mailto:myuhc.umd.edu) or call 301-314-8197 if:

- after reviewing the three step process, you have additional questions that are not answered in this guide
- you are already on hormones and looking to maintain care at UHC
- you are looking for community referrals for HRT or trans-friendly health care providers in the local community

## 1. Make an appointment with Behavioral Health Services by calling 301-314-8106.

### What should you expect during this visit?

The World Professional Association for Transgender Health (WPATH) Guidelines suggest that patients seeking hormones participate in a hormone readiness assessment. At the UHC we use an intake appointment with a behavioral health provider to allow you to:

- Discuss your personal gender journey
- Confirm your gender dysphoria or gender non-conforming diagnosis
- Help us to understand how ready you feel to start hormones
- Identify any co-existing mental health concerns that we might help you with on site or through referral to a community mental health provider

The intention of this assessment is not to gate-keep or determine if you are “trans enough” to take hormones, but allows us to begin to get to know you and help direct you to next steps in the process.

**Additional mental health resources can be found on page 10.**

If you have an outside mental health professional writing a letter, WPATH requires it to 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.

**2. Make an appointment to discuss Informed Consent & Navigating Services and Care by Contacting Jenna Messman through secure message on [myUHC.umd.edu](https://myUHC.umd.edu) or calling 301-314-8130.**

**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, and how to navigate campus and community resources relevant to you and your needs. Students are referred to the next step in the process after this meeting.

**3. Set up a medical appointment with a clinician by contacting Penny Jacobs through secure message at [myUHC.umd.edu](https://myUHC.umd.edu) or calling 301-314-8197.**

Before you make this appointment, be sure to call your insurance provider to assess coverage and make a determination about using insurance.

**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). This initial exam and blood work assessment is critical to assessing baseline health which enhances the safety and success of your medication. The medical provider will discuss your personalized plan to assist you in meeting your goals and needs in a safe manner. **Depending on medical clearance and patient comfort, patients typically initiate hormones within 2 visits.** The gender affirming care team strongly encourages patients to take advantage of our free nutrition coaching sessions.

**For more information, see page 7.**

# Names and Gender Identity at the Health Center

People may use different names for different reasons and in different settings, 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:

- Agender
- Female
- Gender-nonconforming
- Genderqueer
- Intersex
- Intersex Man
- Intersex Woman
- Male
- Non-binary
- Questioning
- Transgender
- Trans Man
- Trans Woman
- Two Spirit

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 and won't be reflected in other campus records unless you formally do so with the university. Please visit [trans.umd.edu](https://trans.umd.edu) for more information on name and gender marker changes at UMD.

## LGBTQ+ Communities

- **The LGBTQ+ Equity Center**

2218 Marie Mount Hall

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

Students looking for leadership opportunities, to learn more about LGBTQ+ identities, or seeking community and support can visit the LGBTQ+ 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**

[ter.ps/PrideAtUMD](http://ter.ps/PrideAtUMD)

At Pride Alliance, we support LGBTQ+ students on campus by providing community, support, and advocacy for queer and trans Terps. We work closely with the LGBTQ+ Equity Center as well as MICA (Multicultural Involvement Community Advocacy). We also educate the broader community, including allies, about LGBTQ+ identities and experiences and how they intersect with other identities. Pride Alliance is made up of several smaller groups with more identity-specific focuses. These groups have regular meetings where they connect and talk about topics related to these identities. One of these groups is TransU, where transgender including nonbinary and gender-questioning students can find community and discuss how gender intersects with other identities.

- **#TransTerps Awareness**

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

The #TransTerps Awareness Project is a campus-wide initiative seeking to improve campus climate and trans inclusion. This link contains resources for trans students and resources for faculty wishing to create a more inclusive environment.

## Campus Perks

- **Free Peer Nutrition Counseling**

[health.umd.edu/nutrition-services](https://health.umd.edu/nutrition-services)

Email [NutritionCoach@umd.edu](mailto:NutritionCoach@umd.edu) to schedule an appointment

The Peer Nutrition Coaching service includes 3 sessions with your own personal nutrition coach. The goals of nutrition coaching are to ensure you are nourishing your body with all the nutrients and energy it needs to optimize hormone therapy and reduce the metabolic side effects. The UHC and the Peer Nutrition Coaches are here to guide and support you through transition and beyond, whether your hormone provider is here at the UHC or is a private medical provider. This is a free and confidential service.

- **Mixed Gender and Gender-Inclusive Housing**

[reslife.umd.edu/housing/mixedgenderinclusive](https://reslife.umd.edu/housing/mixedgenderinclusive)

Call 301-314-9555 or email [mmccubbi@umd.edu](mailto:mmccubbi@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**

[hespclinic.umd.edu/speech-language/gender-affirming-voice-clinic](https://hespclinic.umd.edu/speech-language/gender-affirming-voice-clinic)

**For questions:** Call 301-405-8083 or email [kslawson@umd.edu](mailto:kslawson@umd.edu)

**To make an appointment:** Call 301-405-4218 or email [HESPCLinic@umd.edu](mailto:HESPCLinic@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.

- **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 Pantry**

<https://dining.umd.edu/sustainability/campus-pantry>

Email [campuspantry@umd.edu](mailto:campuspantry@umd.edu) or call 301-405-9579

The UMD Campus Pantry is open to help students, faculty, and staff experiencing food insecurity. You must swipe your University ID before entering and check out before leaving. Bring your own reusable bag. Visit the website for current hours of operation and scheduling information.

## Campus Safety

- **CARE (Campus Advocates Respond and Educate) to Stop Violence - 301-314-2222**

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

[uhc-care@umd.edu](mailto:uhc-care@umd.edu)

24-Hour Crisis Hotline - 301-741-3442

CARE is the University's free and confidential resource for individuals impacted by issues of power-based violence, such as sexual assault, relationship violence, and stalking. CARE provides individual therapy, prevention education, and advocacy services. CARE staff can help with crisis intervention, accessing medical care, providing limited academic support, advocacy, and limited financial assistance through the CARE Victim Assistance Fund. CARE can also provide support for friends, family, and other secondary survivors. CARE can be reached in person on the ground floor of the University Health Center or through the contact information above. Same-day appointments for advocacy can be made available using the above contact information. CARE also provides a 24-hour Crisis Line for immediate assistance.

- **Office of Civil Rights and Sexual Misconduct (OCRSM) - 301-405-1142**

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

[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.

- **Police Assistance - 301-405-3555**

[umpd.umd.edu](http://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 or 301-314-3687 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 bluelight 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.

- **Bias Incident Support Services (BISS) - 301-405-0980**

[diversity.umd.edu/bias](http://diversity.umd.edu/bias)

[BiasSupport@umd.edu](mailto:BiasSupport@umd.edu)

Bias Incident Support Services (BISS) is charged with addressing hate-bias incidents targeting UMD students, faculty and staff. The program responds, educates and reports to the campus community about bias, its impact, as well as protocols related to bias. BISS staff coordinate and facilitate support and response for those impacted by hate-bias incidents.

# Mental Health and Counseling

- **Behavioral Health Services at the University Health Center - 301-314-8106**

[health.umd.edu/behavioral-health](http://health.umd.edu/behavioral-health)

The Behavioral Health Service provides medication management and therapy for students struggling with mental health concerns. The Behavioral Health Service additionally offers gender affirming care and support for students seeking and undergoing hormone therapy. Students experiencing a psychiatric emergency are encouraged to walk into the University Health Center during office hours and seek out the Behavioral Health Service on the second floor to receive assistance. Hours of operation are Monday through Friday from 8:30am - 5:00pm. Please call for appointments or inquiries.

- **The Counseling Center - 301-314-7651**

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

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 - 301-314-4357**

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

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 - 301-405-2273**

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

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.