

Vancouver Coastal Health

Transgender Primary Care Consultation Service

Our mandate is to provide knowledgeable and specialized care to trans identifying persons of any age who reside within the Vancouver Coastal Health Region

This care includes access to support and counselling services, hormone readiness assessments, endocrine therapy, referral for surgical readiness assessment, pre-operative education, and post-operative wound care. We are a consultation service and work in collaboration with a client's general practitioner. If a person does not have a GP/NP we will support them to engage in care at one of our VCH community health centres. Care is provided by multidisciplinary teams including nurses, counsellors, physicians, nurse practitioners, and social workers.

We follow the Vancouver Model standards of care where advanced practice clinicians provide the majority of an individual's care in the community setting

Our teams work closely with local services including the Transgender Health Program, VCH Mental Health Teams, BC Children's Hospital, The Ministry for Housing and Social Development, and the Medical Services Plan. We have access to knowledgeable emergency mental health and surgical services through Vancouver General Hospital. We are supported by the BC Trans Clinical Care Group.

Services are provided to those living in the Vancouver Coastal Health Region (Vancouver, Richmond, North Shore, and Coastal/Rural) out of three sites: Three Bridges Clinic, Raven Song, and Pender Clinic. Youth (under the age of 25), refugee claimants, those with complex mental health diagnoses, and individuals with post-operative complications, who live outside the VCH Region will be given special consideration regarding access on a case by case basis. This may include referral to another health care provider or organization.

Potential clients are welcome to self-refer by contacting our intake nurses at (604) 633-4248. The nurse will identify the clinic that is able to see the client, and provide them with a date and time for an initial consultation appointment usually within 2 to 8 weeks of your call.

- *Vancouver Coastal Health is committed to providing a high standard of care for transgender persons across all of our program areas in acute and community; knowledgeable care that is relevant, respectful, and free of discrimination.*
- *Suggestions with regards to how VCH can improve its services are always welcome. Peer support services, education and/or resources are available to individuals, services, and programs both internal and external to VCH, through the Transgender Health Program at 1 (866) 999-1514.*
- *For clients who wish to provide feedback to someone who is not directly involved in any program or service they can contact the Patient Care Quality Office via 1 (877) 993-9199.*