



BOSTON
MEDICAL
CENTER

**BOSTON MEDICAL CENTER
TRANSGENDER HEALTH
SERVICES DIRECTORY**

Dear Patient,

At Boston Medical Center we are committed to providing exceptional care, without exception to everyone in our community. BMC's unwavering commitment to provide accessible care for all includes transgender and gender non-conforming people. Throughout the hospital, there are various departments that offer transgender health related services to patients in a safe and friendly environment.

As a patient, you have the right to healthcare without discrimination based on gender identity, gender expression or sexual orientation. As a patient at BMC, you will receive care by providers who will treat you with respect. BMC's Center for Transgender Medicine and Surgery is a multi-disciplinary program that offers services for adult and pediatric individuals identifying as transgender or gender non-conforming. Some of the Center's services include primary care, behavioral health, gender evaluation and treatment, endocrinology, surgical services, and obstetrics & gynecology.

This service directory provides an overview of available services and resources at BMC. If you have specific questions we encourage you to reach out to one of the many listed departments. BMC has a long history of providing care to transgender and gender non-conforming people and a commitment to continue to provide exceptional care in a gender-competent culturally sensitive environment now and going forward.

Sincerely,

A handwritten signature in black ink that reads "Kate Walsh". The signature is written in a cursive, flowing style.

Kate Walsh

President and Chief Executive Officer
Boston Medical Center

ABOUT BOSTON MEDICAL CENTER AND THE CENTER FOR TRANSGENDER MEDICINE AND SURGERY

Boston Medical Center (BMC) is a private, not-for-profit, academic medical center and the primary teaching partner for Boston University School of Medicine. Located in Boston's historic South End neighborhood, BMC provides the very best care in every medical area. Our doctors are leaders in their fields with the most advanced medical knowledge at their fingertips and a highly-skilled nursing and professional staff working with them side-by-side.

BMC has been dedicated to serving transgender and gender non-conforming patients for decades. In 2016, BMC established its Center for Transgender Medicine and Surgery under the direction of Joshua Safer, MD. Through this unified structure, patients have a single point of contact for their care needs. BMC is the first center in New England to provide such a comprehensive program and is a leader nationally in delivery of transgender and gender-competent medical care.

For more information, please call 617.638.1833.

OUR PROMISE

Boston Medical Center respects the dignity and rights of each patient and is committed to providing the larger LGBTQ community, and in particular transgender and gender non-conforming people, with professional, considerate, and respectful care in a safe and friendly environment.

OUR MISSION

We will provide consistently excellent and accessible health care services to all in need of care, regardless of status or ability to pay.

OUR VISION

Our vision is to meet the health needs of the people of Boston and beyond providing high quality comprehensive care to all, particularly mindful of the needs of the vulnerable populations, through our integrated delivery system, in an ethically and financially responsible manner.

YOUR RIGHT

As a Boston Medical Center patient, you have the right to polite, respectful treatment. BMC does not discriminate based on age, race, ethnicity, religion, culture, language, physical or mental disabilities, socio-economic status, sex, sexual orientation, gender identity, or gender expression.

THE CENTER FOR TRANSGENDER MEDICINE AND SURGERY

617.638.1833

PROVIDER DIRECTORY

Adult Primary Care

617.414.5951

BMC provides comprehensive trans-friendly services. Our primary care team provides trans and gender incongruent individuals with an expanded type of care - coordinating all of your health care needs, from helping you stay healthy by reminding you about preventive checkups and tests, to working with you to manage chronic conditions, visits to specialists, hospital admissions and more.

Shapiro Ambulatory Care Center, 5th & 6th floors
725 Albany Street
Boston, MA 02118

Dermatology

617.638.7420

The Dermatology Practice at Boston Medical Center offers pre-surgical treatment with laser hair removal, along with female feminization procedures that include soft tissue augmentation, neuromodulation, and laser treatments, performed under the direction of Dr. Neelam Vashi. In addition, we are available to treat gender transition-related skin conditions such as acne, folliculitis, and other inflammatory skin disorders, under the direction of Dr. Allison Larson.

Shapiro Ambulatory Care Center
725 Albany Street, Suite 8B
Boston, MA 02118

Behavioral Health

617.414.4242

The Behavioral Health Team works with the Department of Psychiatry to help BMC primary care patients achieve mental & emotional well-being through individual and group interventions. They provide support for mental health issues such as depression and anxiety, as well help with trauma, addiction, transition and adjustment concerns, and psychiatric medication management. Behavioral Health clinicians work both within the department of Psychiatry and within various outpatient clinics.

Dowling Building, 9th floor
771 Albany Street
Boston, MA 02118

Endocrinology

617.638.7470

BMC is a leader in hormone treatment for transgender individuals and serves as a referral center for transgender hormone therapy for all adults. Transgender men and transgender women can be referred by their primary care providers. Available endocrine services include initial consultations, active monitoring/prescribing/management of hormone regimens, guidance with complex medical concerns, and second opinions about hormone treatment strategies.

Preston Family Building
732 Harrison Avenue, 2nd floor
Boston, MA 02118

PROVIDER DIRECTORY

Obstetrics & Gynecology

617.414.2000

The Department of Obstetrics and Gynecology provides a range of trans-inclusive services from preconception, conception, and pregnancy care to reproductive endocrinology and infertility, oncology, urogynecology and family planning. Drs. Mehta, Weiss, and Kuohung have particular expertise in medical, endocrine, and surgical gender affirmation therapy. We also have several well-regarded special programs including minimally invasive surgery, addiction care during pregnancy, and management of HIV during the conception period and pregnancy.

Doctors Office Building
720 Harrison Avenue
Boston, MA 02118

Physical Therapy

617.638.7869

Our pelvic floor physical therapists are trained to care for patients recovering from transition-related surgeries. Physical therapists will work closely with the transgender medicine team to ensure appropriate interdisciplinary care. PT can help patients manage post-operative discomfort, perform soft tissue stretching to scar sites, practice relaxation techniques of pelvic floor, prescribe exercises to strengthen muscles, and educate patient on dilator training and other self-care techniques.

Preston Family Building
732 Harrison Avenue
Boston, MA 02118

Pediatric & Adolescent Medicine

617.414.4841

The team at the Adolescent Center at BMC, led by Dr. Mandy Coles and Erin Peterson, provides support and care to transgender and gender non-conforming children, adolescents, and young adults in a multidisciplinary setting. Care plans are individualized based on patient and family goals and needs, with collaborative involvement by nursing staff, health educators, patient navigators, behavioral health providers, and endocrinologists.

Yawkey Ambulatory Care Center, 6th floor
850 Harrison Avenue
Boston, MA 02118

Surgery

617.638.8419 (Plastic Surgery)

617.638.8485 (Urology)

BMC provides a number of different surgical options to transgender patients, including chest reconstruction surgery, facial feminization surgery, and genital surgery for transgender women, and chest reconstruction surgery, hysterectomy, and oophorectomy for transgender men. Each patient's medical and mental health history will be reviewed by BMC's transgender surgery panel to determine if the patient is an appropriate surgical candidate.

Shapiro Ambulatory Care Center
725 Albany Street, 3rd & 8th floors
Boston, MA 02118

Voice Therapy

617.638.8124

At Boston Medical Center, we understand that for some people, how you sound when you speak with others is an important part of affirming your identity. The Voice and Swallowing practice offers high-quality voice and communication therapy so that your voice and how you present yourself will match your expression of identity. We have several trained Speech-Language Pathologists who specialize in feminization and masculinization voice therapy.

Moakley Building
830 Harrison Ave
Boston, MA 02118

PROVIDER DIRECTORY

The Center for Transgender Medicine and Surgery Team

Jennifer R. Seigel, MD

CTMS Medical Director

Carl Streed jr. MD, MPH, FACP

Research Lead

Tracy Kiss, RN

Nurse Liason

617.414.8613

Breanna Cyr, LICSW

Behavioral Health Lead

Luisa Gomes

Operations Manager for Plastic Surgery and CTMS

617.638.8419

Pam Klein, RN, MSN, ACRN

Nurse Liason

617.638.1827

Jordan Bensley

Peer Navigator

617.414.8754

Micha Martin, LCSW

Project Manager

617.638.1833

The Child and Adolescent Transgender Center for Health Team

Mandy S Coles, MD, MPH, FSAHM

CATCH Medical Director

Erin Peterson, LICSW

CATCH Behavioral Health Lead

BMC SERVICE PROGRAMS

Cancer Support Services

617.638.6428

The Cancer Care Center supports patients during all aspects of their care—from diagnosis through treatment and recovery. Services include: Cancer support/discussion groups, Support activities, Special programs and events, Complementary services, Patient Navigators, Social Workers, Nutritionists and Genetic Counseling.

Domestic Violence Program

617.414.5457

The Domestic Violence Program is a resource for patients, employees, community members, and anyone (teens and adults, including elders) who is seeking information or help with domestic violence, particularly abuse or violence by a current or former partner. Our Advocates will listen without judgment, without telling you what to do, while offering information and support in the areas you want help with.

Elders Living at Home

617.414.1642

Elders Living At Home is at the forefront of ending elder homelessness in Boston. Over the last two and a half decades, ELAHP has touched the lives of 2,500 people, not only clients, but their families, care providers, policy makers, public and private funders and students from a variety of disciplines.

Food Demonstration Kitchen

617.414.3840

This is a unique environment that allows the BMC community to view first-hand how to prepare the foods that they love in a manner that coincides with a healthy lifestyle. Simple, cost-effective recipes are demonstrated while disease and condition specific nutrition education is implemented for weight management, diabetics, cardiac rehab patients, cancer survivors, as well as classes for pediatric patients and their families.

Infectious Disease Clinic

617.414.4290

The Infectious Diseases practice at Boston Medical Center is the largest HIV/AIDS program in the New England area and one of the largest STD practices in Massachusetts. The practice offers comprehensive diagnostic and therapeutic services in all areas of infectious diseases, with particular expertise in HIV/AIDS, sexually transmitted diseases (STDs), diseases incurred through international travel, and Lyme disease.

Preventive Food Pantry

617.414.3834

The Food Pantry works to address nutrition-related illness and under-nutrition for our low-income patients. It fills the therapeutic gap by linking physicians and nutritionists to patients. Individuals with special nutritional needs are referred to the Pantry by BMC primary care providers who write “prescriptions” for supplemental foods that best promote physical health, prevent future illness and facilitate recovery.

Smoking Cessation Program

617.638.7480

Boston Medical Center offers a medically supervised Smoking Cessation Program for patients. The program is an eight week, one hour per week classroom model with a curriculum that includes pharmacotherapy, nicotine replacement (gum and patches), stress reduction training, cognitive therapy, social support, and relapse prevention counseling.

Substance Abuse Programs

Boston Medical Center offers a number of substance abuse / addiction treatment options for people admitted to the hospital as well as in our various outpatient clinics. These programs include:

CATALYST Clinic **617.414.6655**

Many teenagers and young adults struggle with addiction to drugs, alcohol, or both. At Boston Medical Center, the CATALYST program helps teens and young adults who are struggling with addiction. Our clinic provides access to a wide range of services including primary care, behavioral health, and support resources for patients up to age 25 and their families.

Faster PATHS **617.414.4290**

The FAST PATH Program (Facilitated Access to Substance abuse Treatment with Prevention and Treatment of HIV) is a specialized team based in the Center for Infectious Diseases (CID) to address substance abuse issues. The clinical team includes an addiction specialist MD, a substance abuse nurse, and a licensed alcohol and drug counselor.

OBAT Clinic **617.414.6926**

OBAT (Office Based Addiction Treatment) is a primary care based clinic for adults who use substances, and offers buprenorphine/naloxone and naltrexone in a nurse-care management model.

Project ASSERT **617.414.4399**

Project ASSERT – Alcohol, Substance abuse, Services, Education, Referral, and Treatment is a program that works to detect substance abuse and other preventable conditions, intervene, and refer patients to treatment. They serve as a bridge between inpatient and outpatient substance treatment as well as providing other related services to community members struggling with substance use, including focused referrals to tran/gender affirming providers. They also run an in-house medication assisted treatment (MAT) clinic that offers services including suboxone, vivitrol, and referrals to methadone treatment programs. In addition, Project ASSERT houses After Midnight (p4811), a program dedicated to working with individuals involved in sex work and victims of sex trafficking.

Project RESPECT **617.414.2000**

Project RESPECT (Recovery, Empowerment, Social Services, Prenatal care, Education, Community and Treatment), is a high risk obstetrical and addiction recovery medical home at Boston Medical Center and Boston University School of Medicine. Project RESPECT provides a unique service of comprehensive obstetric and substance use disorder treatment for pregnant women and their newborns in Massachusetts.

EXTERNAL RESOURCES

Violence Intervention Advocacy Program (VIAP) 617.414.4454

Boston Medical Center's VIAP Program helps guide victims of community violence through recovery from physical and emotional trauma. Using a trauma informed model of care, VIAP empowers clients and families, facilitates recovery by providing services and opportunities. VIAP presents options for families that bring hope and healing to their lives.

BAGLY (Boston Alliance of Gay, lesbian, bisexual, transgender youth) 617.227.4313 • bagly.org

BAGLY offers support for GLBT youth.

Boston GLASS & JRI Health 857.399.1920 • jri.org/services/health-and-housing/health/boston-glass

Boston GLASS (Gay & Lesbian Adolescent Social Services) provides a continuum of services to LGBTQQ+ youth of color and their allies in the Greater Boston area. As a leader in LGBTQQ+ youth services, they provide education and consultation to other providers and community organizations.

Boston Health Care for the Homeless Program 857.654.1000 • bhchp.org

A resource for transgender primary care for those who are homeless or marginally housed.

Compass Support Group for FTM compassftm.org

A New England area female-to-male (FTM) trans support, information, and social group for people assigned female at birth who feel that is not an accurate or complete description of their gender.

Fenway Health 617.267.0900 • fenwayhealth.org

Founded in 1971 as part of the free clinic movement by students who believed that health care should be a right, not a privilege, Fenway Health is a federally qualified community health center that prides itself on providing high quality, comprehensive health care, research, education and advocacy. Fenway health focuses on the LGBT community, people living with HIV/AIDS.

Greater Boston PFLAG 781.891.5966 • gbpflag.org

GBPLAG is a group of parents, families, friends, and lesbian, gay, bisexual, transgender, and queer people who help change attitudes and create an environment of understanding so that our LGBTQ family members and friends can live in a world that is safe and inclusive. GBPLAG accomplishes this through support, education, and advocacy

EXTERNAL RESOURCES

Health Law Advocates

617.338.5241 • healthlawadvocates.org

Provides free legal services for low-income transgender people

Lamda Legal

lambdalegal.org

Lambda Legal, a 501(c)(3) nonprofit, is a national organization committed to achieving full recognition of the civil rights of lesbians, gay men, bisexuals, transgender people and those with HIV through impact litigation, education and public policy work.

Massachusetts Transgender Political Coalition

617.778.0519 • masstpc.org

The Massachusetts Transgender Political Coalition (MTPC) is dedicated to ending oppression and discrimination on the basis of gender identity and gender expression. Rooted in social justice, MTPC educates the public, advocates with state, local, and federal government, engages in activism, and encourages empowerment of community members through collective action.

National Center for Transgender Equality – Massachusetts

202.642.4542 • transequality.org

The National Center for Transgender Equality is the nation's leading social justice advocacy organization winning life-saving change for transgender people. NCTE works at the local, state, and federal level to change laws, policies and society

Trans Club of New England

781.891.9325 • tcne.org

A social and support organization for the transgender community.

Transgender Care Site

transcaresite.org

A listing of trans-affirming medical and affiliated providers around the country

Transbucket

transbucket.com

Transition resources for trans-people by trans-people (use restricted to members of the community).

TransCEND

www.aac.org/transcend

Peer support, linkage to care, STI testing, and support groups for transgender women.

EXTERNAL RESOURCES

Trans People of Color Coalition **transpoc.org**

The transgender people of color coalition was founded to address some of the ways that people of color have been under represented in the transgender movement and trans/gender activism.

Trans Youth Equality Foundation **207.478.4087 • transyouthequality.org**

The Trans Youth Equality Foundation provides education, advocacy, and support for transgender children, youth, and their families. Our mission is to share information about the unique needs of this community, partnering with families, educators, and service providers to help foster a healthy, caring, and safe environment for all transgender children.

Trans Lifeline **877-565-8860 • translifeline.org**

Crisis and suicide prevention hotline specifically for trans-identified folks, staffed exclusively by transgender people.

Transgender Vet to Vet

A support group run out of the Veteran's Administration.

For more information on the Center for Transgender Medicine and Surgery,
please call **617.638.1833**.



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