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## A Health Resource List for transgender patients in Vermont

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### Recommended Citation

Kurchena, Kathryn, "A Health Resource List for transgender patients in Vermont" (2020). *Family Medicine Clerkship Student Projects*. 546.

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# A HEALTH RESOURCE LIST FOR TRANSGENDER PATIENTS IN VERMONT

Community Health Centers of Burlington  
Kathryn Kurchena  
Dr. Rachel Inker  
January 2020

# Problem Identification

- ❖ Nearly 1 million adults in the United States are transgender
- ❖ Needs assessments have show that transgender people encounter a multitude of barriers to accessing health care
- ❖ Transgender patients are at increased risk for poor health outcomes
- ❖ The 2011 National Transgender Discrimination Survey found that 28% of the transgender people surveyed delayed care due to past discrimination
- ❖ Providing services and referrals has improved overall quality of life and long-term outcomes for trans patients
- ❖ Affirming, safe, and effective healthcare resources can be difficult to find

# Public Health Cost

Statistics in this area are lacking, however it is conceivable that considerable cost would be spared if transgender folks were initially referred to affirming, safe, and effective healthcare providers, decreasing the number of healthcare visits required to find a trans welcoming provider.

# Community Perspective

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“A healthcare resource list would be of great value - there are a lot of transgender folks in the community that are unsure where to seek safe care”

-Dr. Urzula Kowalic, MD, UVMMC Department of Urology

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“Too many trans people are having bad experiences in healthcare, we needed a list of providers that have committed themselves to being safe and affirming”

-Gustavo Mercado Muñiz, Transgender Program Coordinator, Pride Center Vermont



# Intervention and Methodology



Consulted with Community Health Centers of Burlington's (CHCB) Dr. Rachel Inker to determine commonly requested healthcare resources in the Transgender Health Clinic



Reviewed literature and current resources for transgender patients regarding where to seek healthcare in the Burlington area



Consulted with specific providers, CHCB's Transgender Health Clinic Social Worker, and The Pride Center of Vermont regarding the barriers to finding safe, affirming, supportive, and effective providers



Created a list with the most useful healthcare resources in the area, with information about specialty, location, and phone number

# Transgender Health Resources

A list of affirming and effective healthcare resources, services, and providers

## Gender-Affirming Surgery

Kevin Maguire, MD  
UVMC Plastic, Reconstructive, and Cosmetic Surgery  
Male to female, and female to male top surgery  
354 Mountain View Drive, Suite 103, Colchester, VT 05446  
Phone: (802)-847-3340

Susan MacLennan, MD  
Mountain Lake Plastic Surgery  
Male to female, and female to male top surgery  
105 West View Road, Suite 120, Colchester, VT 05446  
Phone: (802) 231-4284

Thomas Wilson, MD  
UVMC Plastic, Reconstructive, and Cosmetic Surgery  
Facial feminization surgery  
354 Mountain View Drive, Suite 103, Colchester, VT 05446  
Phone: (802)-847-3340

Urszula Kowalik, MD  
UVMC Urology  
General urology, orchiectomies and Testopel implantation  
111 Colchester Avenue, Main Campus, Burlington, VT 05401  
Phone: (802)-847-2884

John H. Turco, MD & Benjamin Boh, MD  
Dartmouth-Hitchcock Transgender Clinic  
Hormone therapy, preparation for gender-affirming surgery,  
and gender-affirming surgery referrals  
Phone: (603)-650-8630

## Behavioral Health/Counseling

The following resource lists providers from across the state, with information about experience working with people who are transgender or questioning identity:

<http://www.outrightvt.org/mental-health-resource-guide/>

For additional providers and resources, visit:

<https://www.pridecentervt.org/programs/health/vdhp/>

## Voice Therapy

Nancy Marie Gauvin, Ed.D., CCC-SLP  
The Elenor M. Luce Center for Communication, Burlington VT  
Phone: (802)-656-0208

Ashley Couture, MS, CCC-SLP  
UVMC Speech Language Pathology at Fanny Allen, Colchester VT  
Phone: (802)-847-3970

## Insurance Information

Colleen Sanford  
Client Care Coordinator  
Blue Cross and Blue Shield of Vermont  
Email: [sanfordc@bcbsvt.com](mailto:sanfordc@bcbsvt.com)

## OB/GYN Care

Kym Boyman, MD, FACOG  
Vermont Gynecology  
1775 Williston Rd., Suite 110, Burlington, VT 05401  
Phone: (802)-735-1252

Planned Parenthood Burlington  
183 Saint Paul St., Burlington, VT 05401  
Phone: (802)-863-6326

## HIV Testing/PrEP

Planned Parenthood Burlington  
183 Saint Paul St., Burlington, VT 05401  
Phone: (802)-863-6326

UVMC Comprehensive Care Clinic  
111 Colchester Avenue, Main Campus, Burlington, VT 05401  
Phone: (802)-847-4594

Pride Center of Vermont (HIV testing 18-22 & older)  
255 South Champlain St, Suite 12, Burlington, VT 05401  
Phone: (802)-860-7812

## Fertility Preservation

Northeastern Reproductive Medicine  
105 West View Road, Suite 302, Colchester, VT 05446  
Phone: (802)-655-8888

UVMC Reproductive Medicine and Infertility Center  
111 Colchester Avenue, Main Campus, Burlington, VT 05401  
Phone: (802)-847-1400

## Other Resources

Transgender & Be You Clinics  
Community Health Centers of Burlington  
Pearl Street Youth Health Center or Riverside locations  
Phone: (802)-864-6309

UVMC Transgender Youth Program  
1 South Prospect Street, Level 3, Burlington, VT 05401  
Phone: (802)-847-3811

This directory allows you to search by location for primary care providers, specialists, therapists, dentists and other health professionals that are LGBTQ+ welcoming:

[https://glmaimpak.networkats.com/members\\_online\\_new/members/dir\\_provider.asp](https://glmaimpak.networkats.com/members_online_new/members/dir_provider.asp)

# Results: Transgender Health Resources

# Results: Distribution

A presentation was given to CHCB staff about the utility of the resource list

Hard copies of the list were given to providers at CHCB

An electronic copy of the list was provided to the Transgender Health Clinic staff



# Results: Response

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The handout was created with the goal of compiling information about the most requested and most useful healthcare resources in the Burlington area

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The providers at the CHCB Transgender Health Clinic and the Health and Wellness staff at The Pride Center Vermont were very receptive of the resource list

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Both organizations felt that this resource would be very helpful to patients

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# Limitations and Evaluation

- The information given in the list is brief and does not include explanations, so there is a degree of reliance on providers to explain the resources
- The pamphlets were only distributed to CHCB providers
- The list provides mainly information commonly requested by patients
- Effectiveness of the resource could be evaluated via a patient survey on its helpfulness, and the outcomes of utilizing services and providers on the list
- A provider survey could also be implemented to assess utility of the resource and ask for recommendations for improvement
- The resource is limited by the short duration of the clerkship and therefore the inability to properly assess its effectiveness



Encourage providers to utilize this tool, and provide education on the utilization this resource



Widen the distribution of the resource list to include other primary care practices



Maintain the list by keeping the resources a up-to-date as possible to avoid misinformation



Survey providers and patients to assess effectiveness of the resource list and to get ideas for improvement

# Future Directions

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