

Transgender Health Program

UNC School of Medicine

Program Statement – March 14th, 2021

Since July of 2019, when the Transgender Health Program (THP) first began at UNC, the THP team and I have felt privileged to provide quality gender-affirming care to our local community. We have consistently delighted in serving our patients and look forward to continuing to provide care to the trans community, in NC and beyond, for many years to come.

Over the past year, we have seen a continued, dramatic increase in the number of patients seeking care with us, far outstripping our staff of three's ability to easily manage. Our small team has been overwhelmed by the response from the trans community to this program. With this, patients have begun to see increased wait times to speak with staff and a general decrease in the timeliness and quality of the care we are providing. We consider this situation to be incongruent with our goal of providing high-quality care to our community.

Due to the enormous number of patients who are reaching out to us daily for their gender-affirming care needs, we have requested additional support and staffing to meet demand. Our most central goal at THP is to continue to provide the best gender-affirming care possible and ensure all our patients get what they deserve: therefore, to balance the needs of both our new and existing patients, as we work to restructure and incorporate new supportive resources, **I have decided to temporarily pause the intake of new patients into the Transgender Health Program.**

Moving forward, we will begin temporarily waitlisting patients for entrance into the Transgender Health Program. We will use this waitlist to track all new patients and their needs. As we catch up with care navigation for existing patients and incorporate additional support resources, we will slowly add new patients to the program on a first-come, first-serve basis from this waitlist. Our goal, over the next few months, is to restructure and incorporate added resources to address the needs of all incoming patients once again in a timely and communicative manner.

My desire in heading this program has always been to be transparent with the community we are serving. We will continue to give updates throughout this process through our patient newsletter and on social media to inform you of our capacity and new developments in the care we provide. There will be links to our social media pages on our website.

All of us at the Transgender Health Program sincerely thank you for allowing us to be a part of providing you care and look forward to continuing to serve our local trans community.

With love and respect,



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Transgender Health Program

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