

# What Transgender, Nonbinary and Genderqueer Patients Can Expect at UHN

## Information for patients and families

Read this brochure to learn:

- what to expect when at UHN
- what to do if you have concerns about your care
- what services at UHN can support your care
- what support services are available outside the hospital



## What are my rights?

University Health Network (UHN) aims to be a safe and supportive space for everyone. We have policies to protect your rights and make sure you are treated with dignity and respect. These policies align with Ontario's Human Rights Code and applicable laws.

Anyone working, learning, volunteering or providing services at UHN must follow UHN's Gender Identity policy (Policy Number 2.50.009). This policy protects you against stigmatization (blame), discrimination (bias), harassment (bothering), gender-based violence or sexual violence based on:

- gender identity (your personal sense of your gender).
- gender expression (how you present your gender).
- sex assigned at birth.
- sex, called "legal sex" in the UHN health record. This may be what is marked on your government ID, such as a driver's licence.
- sexual orientation (who you are sexually interested in).

As a patient or visitor at UHN you have the right to:

- **Receive care that is respectful, supportive and equal to the care other patients receive.** We do our best to follow the 5 core values of the UHN Patient Declaration of Values. [Read the UHN Declaration of Patient Values](https://www.uhn.ca/corporate/AboutUHN/Quality_Patient_Safety/Pages/patient_values.aspx) ([https://www.uhn.ca/corporate/AboutUHN/Quality\\_Patient\\_Safety/Pages/patient\\_values.aspx](https://www.uhn.ca/corporate/AboutUHN/Quality_Patient_Safety/Pages/patient_values.aspx)).
- **Self-identify your sex, sex assigned at birth, gender, orientation and pronouns, if you choose to share this information.** It is against UHN policy to assume how patients identify or to require proof such as government ID. You can choose not to share this information unless it is medically required.

**Note:** We know the way our health record system records gender identity is not adequate. We are advocating to change "female" and "male" to "woman" and "man", and to allow multiple selections.

- **Have your chosen or preferred name, gender and pronouns used when referring to you in all conversations and most records.**

Purposely or repeatedly using the wrong name, gender or pronouns when referring to you is discrimination and against Ontario's Human Rights Code.

Some records may need to use the name used on your health card (called "legal name"), such as insurance documents and consent forms.

- **Be recognized and use hospital services as your gender**, such as:
  - using the washroom that matches your gender or where you feel most safe.
  - being placed in an inpatient room that matches your gender or where you feel most safe, when rooms are assigned by gender.
- **Have your name, sex, gender, orientation or pronouns changed in your UHN health record**, at your request. You can find information on how to make or request these changes in this brochure.
- **Keep your sex, gender, orientation and medical history private** under the Freedom of Information and Protection of Privacy Act.
- **Correct your health care team if they use the wrong name, gender or pronouns** without it affecting your care.

## **Who can I speak to if my rights are not respected?**

Call Patient Relations at 416 340 4907 or [email Patient Relations](mailto:patientrelations@uhn.ca) (patientrelations@uhn.ca) if you have concerns about your UHN experience.

You may also find it helpful to speak with the Indigenous Health Program or Bioethics. More information about these services are included in this brochure.

## What information goes into my UHN health record and who can see it?

Your health care team collects and records information about you each time you visit UHN. We keep this information in your UHN health record.

The information you give us about your sex, gender, orientation, pronouns and medical history is documented in your UHN health record. Anyone with access to your health record can see this information, including UHN staff providing you care and people you have given permission to access your myUHN portal account.

## How can I view my UHN health record?

You have the right to see your UHN health record. You can either:

- Sign up for the myUHN Patient Portal. myUHN may not show all of your appointments and results. Ask for an activation code when you check in for your next appointment or call myUHN Support at 416 340 3777.
- Download the **disclosure of medical record information form** from [UHN Health Records](https://www.uhn.ca/PatientsFamilies/Patient_Services/Pages/health_records.aspx) ([https://www.uhn.ca/PatientsFamilies/Patient\\_Services/Pages/health\\_records.aspx](https://www.uhn.ca/PatientsFamilies/Patient_Services/Pages/health_records.aspx)).

Fill out the form, then either:

- [Email the form to UHN Health Records](#) ([HealthRecordServices@uhn.ca](mailto:HealthRecordServices@uhn.ca)). You will have to pay a fee based on the number of pages in your record.
- Arrange a time with a member of your health care team to review your health record together. Bring the completed form with you.

Call 416 946 4501 extension 4711 or [email UHN Health Records](#) ([HealthRecordServices@uhn.ca](mailto:HealthRecordServices@uhn.ca)) for more information about UHN Health Records.

## How can I change the information in my health record?

### Change your preferred name, gender, orientation or pronouns in myUHN Patient Portal

1. Log in to your myUHN patient portal account
2. Click the menu
3. Click 'Personal Information'
4. Click 'Details about me'

You can make these changes at any time. They are saved to your health record right away.

### Ask your health care team to change your preferred name, sex, gender, orientation or pronouns

Contact your clinic or a member of your health care team and ask them to change your information.

The script below may help you when contacting them.

I am contacting you to change my personal information in my UHN health record, in line with UHN's policy on Gender Identity.

Please change my \_\_\_\_\_ (preferred name, legal sex, sex assigned at birth, gender, orientation or pronouns) \_\_\_\_\_ in my health record to \_\_\_\_\_.

If you are unsure how to do this, please contact UHN Health Records or Patient Relations.

Thank you.

It may take a few days for your health care team to reply and make the change. Contact Patient Relations for help if your health care team does not respond within 3 business days or the changes are not made within 10 business days.

You can contact Patient Relations at any time if you feel your request is not taken seriously or treated respectfully.

### **Change your legal name with UHN Health Records**

You must have an updated health card to change your legal name. Take a picture or scan your health card, then [email the image to UHN Health Records](mailto:HealthRecordServices@uhn.ca) (HealthRecordServices@uhn.ca).

### **Why does UHN ask for my gender and orientation if it is not required for me to receive care?**

We want to make sure that every patient gets the highest quality health care we can provide. Sharing your demographic information such as your gender and orientation will:

- tell us who you are
- help us plan for services
- help us improve the quality of care for all

By asking these questions, UHN will get to know our patients and become better at providing care and services. This information will let us study how patient health is affected by factors such as gender and orientation.

Also, sometimes patients experience discrimination in health care settings. We want to make sure that is not happening at UHN. If it is, we want to correct that.

## **What support services are available at UHN?**

### **Bioethics**

When values conflict or goals are uncertain, ask about UHN's Bioethics Consultation Service to help patients, families, and staff agree on a decision or a plan of care.

A bioethicist can help you and your care team make difficult decisions about your care. We can help you identify problems, make issues clearer, explore care options and set goals and plans.

Anyone can ask to have a Bioethics Consultation Service including patients, families and staff. Bioethics services are confidential and free.

- Toronto General: 416 946 4501 extension 8607
- Toronto Western: 416 603 5800 extension 2521
- Princess Margaret: 416 340 4800 extension 2710
- Toronto Rehab: 416 597 3422 extension 3972 or 7611
- Transplant: 416 946 4501 extension 5527
- Director of Bioethics: 416 340 4800 extension 6625
- Bioethics Admin. Coordinator: 416 340 4800 extension 3908

UHN Bioethics Services are available Monday to Friday from 8:00 am to 5:00 pm. For urgent after-hours & weekend support, call Locating at 416 340 4800 extension 3155 and ask for the Administrator on Site. They will contact the Bioethics Director as needed.

## **Indigenous Health Program**

We are an Indigenous-led program that supports and advocates for UHN patients and their families who identify as First Nations, Inuit and Métis.

We welcome all questions, comments and concerns and strive to ensure that you feel supported while receiving care at UHN. To connect, please [email the Indigenous Health Program](mailto:IndigenousHealth@uhn.ca) (IndigenousHealth@uhn.ca). No referral required.

## **Indigenous traditional and cultural supports**

UHN is committed to taking action to support the Truth and Reconciliation Commission Calls to Action, with a focus on No.22:

We call upon those who can effect change within the Canadian health care system to recognize the value of Aboriginal healing practices and use them in the treatment of Aboriginal patients in collaboration with Aboriginal healers and Elders where requested by Aboriginal patients.

You can include traditional and cultural supports in your care, such as:

- consultation with Elder, Healer or Knowledge Keeper
- Smudging
- Pipe Ceremony
- Drumming

We can provide traditional medicines and ceremonial items.

To include traditional and cultural supports in your care:

- self-refer to the Indigenous Health Program
- or ask your care provider for help.

UHN staff are responsible to help facilitate your request for traditional or cultural supports. If staff need more support, they can contact the Indigenous Health Program or call Spiritual Care at 416 597 3014.



## **Patient Relations**

Patient Relations is here to support you through your experience at UHN. Whether you have questions, a complaint, a suggestion or a compliment, we would like to hear your feedback. Patient Relations can speak with any patient, family member or visitor of UHN.

Call Patient Relations at 416 340 4907 or [email Patient Relations](mailto:patientrelations@uhn.ca) (patientrelations@uhn.ca) if you have concerns about your experience at UHN.

## **Spiritual Care**

Spirituality can help you maintain your health and cope with difficult experiences. It can help you find meaning, value and connection, especially during difficult times.

You don't have to be religious to benefit from spiritual care. We strive to support all types of spiritual expression: religious practice, personal relationships, artistic creation, a connection to nature and more. Our spiritual care professionals will help you express your feelings and concerns in a way that honours your values and beliefs.

Ask a staff member or hospital volunteer to contact a spiritual care professional for you, or page us at 416 719 1234 from 8:30 am to 11:00 pm.

## **Accessibility**

Let your health care team know if you have accessibility needs before coming to the hospital. They will arrange the support you need. Accessibility needs may include help getting around the hospital or communicating with your health care team.

If you have questions or concerns about accessibility at UHN [email Accessibility](mailto:accessibility@uhn.ca) (accessibility@uhn.ca) or visit [Accessibility at UHN](https://www.uhn.ca/corporate/AboutUHN/Accessibility) (https://www.uhn.ca/corporate/AboutUHN/Accessibility).

## **Interpretation and Translation Services**

Interpretation and Translation Services provides professional medical interpretation during appointments for patients and families who prefer to speak in a language other than English. Interpretation services are available in person, by telephone or video. Ask your health care team to arrange an interpreter.

## **Patient & Family Learning Centres**

Patient & Family Learning Centres at UHN have reliable health information on a variety of health topics and in different languages. We have professionally trained library staff to help you search for information. Our services are free.

We have a collection of eBooks on 2SLGBTQIA+ themes. You will need a free digital library card to borrow an eBook. See the [2SLGBTQIA+ eBook collection](https://uhnpatient.overdrive.com/library/communities/collection/1137723) (https://uhnpatient.overdrive.com/library/communities/collection/1137723).

Visit the [Patient & Family Learning Centres website](https://www.uhn.ca/PatientsFamilies/Health_Information/Patient_Family_Education/Libraries) (https://www.uhn.ca/PatientsFamilies/Health\_Information/Patient\_Family\_Education/Libraries) for locations or contact information.

## **Health Information at UHN**

Find health information brochures, videos and websites created by UHN and other reliable organizations on [UHN's Health Information pages](https://www.uhn.ca/PatientsFamilies/Health_Information/Health_Topics/Pages/Patient-Family-Education.aspx) (https://www.uhn.ca/PatientsFamilies/Health\_Information/Health\_Topics/Pages/Patient-Family-Education.aspx).

## Where can I go to rest, relax or meditate?

### Gardens at UHN

- Outdoor Michener Gitigan (Indigenous Healing Garden)  
Location: 222 St. Patrick Street (south east corner of Elm Street and McCaul Street)

The Gitigan (Anishinaabe word for garden) is an Indigenous-designed and maintained green space that honours Indigenous planting and harvesting techniques that have been passed down through generations.

The Gitigan is home to plants that are native to the area, pollinators, traditional medicines and many plants used by Indigenous nations for their health and healing properties to help improve physical, mental, emotional and spiritual health.

- The garden is open for anyone to enjoy – all are welcome.
  - Ask permission if you wish to harvest the plants, medicines, berries or flowers.
  - Learn about the plants by reading the informational plaques and QR codes.
  - When visiting the Gitigan, please be respectful toward Shkagamik Kwe (Mother Earth) and all our relations that are sharing the space.
- Indoor DeGasperis Conservatory at Toronto General Hospital  
Location: Peter Munk Building, 4th floor
  - Outdoor Max Tanenbaum Garden at Princess Margaret  
Location: 16th floor  
Open April 1 to November 30  
Hours: daily, 8:00 am – 9:00 pm (may vary depending on weather)

- Outdoor Public Gardens at Toronto Rehab – Bickle Centre  
There are 2 outdoor gardens at Bickle Centre:
  - Outside main entrance. Scent garden, park benches and gazebo.
  - South of building, accessible from the main floor. Flower bed, shaded trees and picnic tables.
- Outdoor Garden at Toronto Rehab – University Centre  
Location: 5th floor, by the East elevators.  
Open from April to November, weather permitting  
Spring and Fall hours: 9:00 am to dusk  
Summer hours: 9:00 am to 8:00 pm

### **Centres for Spiritual Reflection**

There are Centres for Spiritual Reflection at all our hospitals. They are open for prayer and meditation from 6:00 am to 10:00 pm.

- Toronto General: 1st floor, Norman Urquhart Wing (beside the Patient & Family Library)  
Muslim prayer room: 1st floor, Gerrard Wing, room 557
- Toronto Western: 7th floor, Fell Pavilion, near the elevators  
Muslim prayer room: 4th floor, Fell Pavilion, room 108 (moving to room 112 in Summer 2022)
- Princess Margaret: Main floor, room M909
- Toronto Rehab - Lyndhurst Centre: 1st floor, room 194
- Toronto Rehab - Bickle Centre: room 204
- Toronto Rehab - University Centre: 6th floor, East wing, room 6-204

## **What support services are available outside the hospital?**

### **Trans Pride Toronto**

Trans Pride Toronto's mission is to improve the lives and well-being of trans, Two-spirit, Black and nonbinary people who experience homelessness, marginalization, poverty and transphobia. We aim to provide low barrier, accessible and equitable access to housing, employment, harm reduction services, and drop-in services.

- Phone: 647 762 0257 (leave message and will return calls within 12 hours)
- Facebook: [Trans Pride Toronto](https://www.facebook.com/TransPrideTorontoTT/) (https://www.facebook.com/TransPrideTorontoTT/)
- [Email Trans Pride Toronto](mailto:transpridetorontott@gmail.com) (transpridetorontott@gmail.com)

### **Trans Lifeline**

Trans Lifeline provides trans peer support for our community that's been divested from police since day one. We're run by and for trans people.

- Phone: 1 877 330 6366
- Website: [Trans Lifeline](https://translifeline.org) (https://translifeline.org)

### **Trans health knowledge base by Rainbow Health Ontario**

Answers to frequently asked questions, intended to help you transition both socially and medically. We also hope they can help you find community.

- Website: [Trans health knowledge base](https://www.rainbowhealthontario.ca/lgbt2sq-health/trans-health-knowledge-base/) (https://www.rainbowhealthontario.ca/lgbt2sq-health/trans-health-knowledge-base/)

## **Trans health care at Sherbourne Health**

To improve access to care for trans people, Sherbourne Health offers a variety of health and support services for trans and nonbinary clients.

- Phone: 416 324 4103 (Services for Lesbian, Gay, Bisexual and Trans people)
- Address: 333 Sherbourne Street, Toronto ON
- Website: [Trans health care at Sherbourne Health](https://sherbourne.on.ca/primary-family-health-care/lgbt-health/trans-health-care/) (https://sherbourne.on.ca/primary-family-health-care/lgbt-health/trans-health-care/)
- [Email Trans health care at Sherbourne Health](mailto:info@sherbourne.on.ca) (info@sherbourne.on.ca)

## **Transition-Related Surgeries program at Women's College Hospital**

Women's College Hospital is dedicated to supporting the health and wellness of our transgender and gender diverse clients. Our team includes specialists in plastic surgery, urology, gynecology and anesthesiology as well as nurse practitioners, nurses and other health care providers.

- Phone: 416 323 6148
- Website: [Transition-Related Surgeries program at Women's College Hospital](https://www.womenscollegehospital.ca/care-programs/surgery/transition-related-surgeries/) (https://www.womenscollegehospital.ca/care-programs/surgery/transition-related-surgeries/)
- [Email Transitions-Related Surgery program](mailto:transitionrelatedsurgery@wchospital.ca) (transitionrelatedsurgery@wchospital.ca)

## **Sistering**

Sistering creates a safe, welcoming and non-judgmental space for women and trans people. We offer practical and emotional support to those who experience social isolation, homelessness or precarious housing, trauma and violence, discrimination, substance use, or need mental health support.

- Address: 962 Bloor Street West, Toronto ON (24 hour drop in)
- Website: [Sistering](https://sistering.org) (https://sistering.org)

## Ontario Patient Ombudsman

Please work with UHN Patient Relations before contacting the Ontario patient ombudsman. The Ontario patient ombudsman will get involved if you are not satisfied after working with UHN Patient Relations.

Patient Ombudsman is a champion for fairness in Ontario's health sector organizations. We can help if you have already sought to have your complaint addressed by the public hospital, long-term care home and/or Home and Community Care Support Services and you are not satisfied with the outcome. Our services are free and confidential.

- Website: [Ontario patient ombudsman](https://www.patientombudsman.ca)  
(<https://www.patientombudsman.ca>)

**Disclaimer:** University Health Network tries to keep patient education brochures up to date, but some information may change. Please contact any organizations that may be listed to make sure the information is correct or to find out more about their services.



### Have feedback about this document?

Please fill out our survey. Use this link: [surveymonkey.com/r/uhn-pe](https://surveymonkey.com/r/uhn-pe)

Visit [www.uhnpatienteducation.ca](http://www.uhnpatienteducation.ca) for more health information. Contact [pfep@uhn.ca](mailto:pfep@uhn.ca) to request this brochure in a different format, such as large print or electronic formats.

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