



Thank you for choosing the Levine Children's Center for Gender Health at Teen Health Connection for your healthcare! We want our adolescents, young adults and parents to understand the services we provide. Below is a description of those services and how to best navigate our practice.

- The Center for Gender Health team consists of adolescent medicine specialists, endocrinologists, pediatricians, mental health clinicians, nurses and resident physicians. We use an integrative, gender affirming approach to provide quality, comprehensive and compassionate family-centered care to transgender and gender-expansive children, adolescents & young adults (up to 25 years).

****All New Patient** appointments are triaged and scheduled through our **Clinical Care Coordinator at 704-381-8382**. They can also assist with gathering collaborative information, connection with local resources and help with legal documentation.

We offer mental health services to further discuss gender incongruence, dysphoria, anxiety, depression, trauma or family dynamics.

We offer medical consultations to discuss gender affirming medical treatments, like pubertal suppression and hormonal therapy. We will collaborate with your primary care physician and mental health team.

**** Established Patients** may call our nurse line with questions regarding prescriptions and medical advice at 704-446-0919 or call the main Teen Health Connection line to schedule/reschedule appointments with the Center for Gender Health at 704-381-8336 (TEEN)

- Please allow 2-3 business days for prescription request to be completed. Keep in mind that if prior authorization is required by your insurance, this may prolong the process.
- Letters (e.g. name changes, school, surgeries etc.) may be requested at a medical consultation or through our clinical care coordinator (704-381-8382). Send information on the type of documentation needed and where it should be sent. Please allow for 5-10 business days for these to be completed.

The Levine Children's Center for Gender Health is committed to providing you excellent care and service at every visit. **We value your feedback and would like to invite you to participate in our Patient Satisfaction Survey. All surveys are sent via text or email, so please update your information at check-in at every visit.**