



Welcome to Transhealth

Updated February 2025

Transhealth offers in-person, virtual, and hybrid services to individuals and families throughout Western Massachusetts and across the Commonwealth and the greater New England Region.

Whether you are a potential patient or a family member of a potential patient, we want to make sure you have the information, resources, and support you need. We know that the world of healthcare has not always made trans and gender-diverse people feel safe, heard, and cared for. We're here to change that. Our promise is to hear you, respect your choices, and support your journey. We are honored to be trusted with your care.

Visiting Us

Location

We are located at 10 Main Street, Florence, MA 01062.

- Primary Care is on the basement level
 - From the main entrance facing Chestnut, take the elevator down to B
 - From the side entrance by the parking lot, take the stairs down
- Mental Health and the Community Room are on the 3rd floor
 - From the main entrance facing Chestnut, take the elevator up to 3

Clinical Office Hours

Monday: 9 AM to 5 PM

Tuesday: 9 AM to 5 PM

Wednesday: 9 AM to 5 PM

Thursday: 12 PM to 5 PM

Friday: 9 AM to 5 PM

Arrival

Please arrive **10 minutes early** and bring the following:

- Updated insurance card
- State issued photo ID
- Form of payment for any copay/office visit (Visa/Mastercard debit/credit cards only)

There are camera doorbells at all patient entrances. After ringing the doorbell, the front desk staff will verbally confirm your name and unlock the door for you to proceed to **check-in**.



Accessibility

If you have any accessibility needs for your visit, please let the front desk know ahead of time.

- If you need an interpreter for any reason please notify the front desk at least 72 hours in advance of each visit.
- Please note, there are no automatic door openers in our facility. If this represents an accessibility concern, please contact our office at 413-341-9400 and we'll be happy to find an accommodation that works for you.

Recording and Photography Policy

Transhealth is committed to protecting the safety, privacy, and confidentiality of our patients, employees, and visitors. To ensure a safe and respectful environment for everyone, this policy prohibits the unauthorized recording of videos, audio, or taking photos on Transhealth property, during telehealth and in person appointments, and in online meetings, unless specifically approved in advance. This does not include any necessary disability accommodations such as the use of effective communication devices or translation services. Violation of this policy may result in termination of services or legal action as applicable.

Primary Care: Preventative Visit vs. Office Visit

Yearly Primary Care wellness visits consist of preventative services, including the discussion of lifestyle, risk for diseases, and other ways to be healthier. You may come to your visit with concerns, including new health problems or conditions. We will do our best to address these concerns at your wellness visit, however, you may be charged a co-pay or be responsible for meeting a deductible if we need to bill for an Office Visit to account for addressing concerns outside the scope of a wellness visit.

Walk-In STI/ HIV Testing

Transhealth offers STI/HIV testing visits in the Primary Care space on a walk-in basis - just bring your insurance card and state issued photo ID. These visits are first come, first serve. We will collect blood to test for HIV, syphilis, and hepatitis C. Testing for trichomoniasis, gonorrhea and chlamydia is done through urine sampling and/or self-collected swabs of areas used during sexual activity. Your results will be available to you in the Patient Portal.

- All billing for services is done through Quest Diagnostics. If your insurance does not work with Quest Diagnostics, we will refer you out to a lab that your insurance works with in order to collect blood samples.



- If you come in experiencing symptoms, you will be evaluated to determine whether treatment is necessary.

Check Out

Please remember to **check out** at the reception desk after your visit to schedule any follow up appointments requested by your provider. Patients attending virtual visits should contact the front desk at 413-341-9400 to schedule their follow up.

Canceled Appointments

In order to be respectful of the medical needs of our community, please be courteous and call 413-341-9400 promptly if you are unable to attend an appointment. If you do not reach the receptionist, you may leave a detailed message or use the Patient Portal. If it is necessary to cancel your scheduled appointment, we require that you call 24 business hours ahead for established patients and 48 hours ahead for new patients. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

Patient Late Policy

If you are more than ten (10) minutes late for Primary Care, or fifteen (15) minutes late for Behavioral Health visits, we likely ask you to reschedule your appointment. Late cancellations will be considered as a "no show".

Patient Cancellation and No Show Policy

A "no show" is someone who misses an appointment without canceling it 24 hours in advance. No shows inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in your chart as a "no show". Repeated no shows may result in your access to appointment types and times being limited.

- First no show: One phone call with voicemail and one Patient Portal message
- Second no show: One phone call with voicemail and one Patient Portal message
- Third no show: One phone call with voicemail and one Patient Portal message documenting final warning and last outreach attempt before being referred for determination of next steps; our care team will work with you in good faith to determine barriers to care access, and will work to support you with resolving those barriers, however repeated no shows may result in being discharged from the practice. Please refer to the Patient Code of Conduct and Termination of Care Policy.



Re-Establishing Care

Patients who have not been seen at our practice for more than three years must formally re-establish care with us. Appointment and provider availability may be limited based on current wait lists.

Communication

Contacting Us

Please call the main Transhealth line at **413-341-9400** or send us a message via your Patient Portal.

We are part of the Cooley Dickinson Physician Hospital Organization (CDPHO) and work closely with Mass General Brigham (MGB).

Your Records

All healthcare organizations use electronic records systems to store patient information like notes from your appointments and messages you send to your providers. We use a records system run by MGB. MGB subscribes to programs called Mass Hiway and CareEverywhere, which allow patient health records to be shared with other providers and hospitals.

While the goal is to improve health communication and care, this sharing does not take into account that our community may benefit from keeping their health records as private as possible. When patients register with Transhealth, they are automatically opted into having their information through Mass Hiway and CareEverywhere. **This means that unless you have already opted out of these systems, your records are being shared.**

To opt out, submit a request to the MGB Privacy Office through its Compliance Helpline at 1-800-856-1983 or email himadmin@partners.org and let them know you want to “opt out of Mass Hiway and CareEverywhere”.

Emergencies

Dial **911** for emergency services and consider visiting the emergency department; emergencies should not be communicated through the Patient Portal.



Urgent Medical Concerns After Hours

Calls will be directed to our external call service; this service does not have the ability to refill non-emergent medications or schedule appointments.

Patient Portal

Activating your Patient Portal allows you to easily communicate with your care team and receive important notices. During your initial registration call, we will send an activation code to your phone or email so you are able to set up your account. Please follow the prompts to activate this service. If you haven't received a code after scheduling your first appointment, you may call the office and request one. We recommend turning on text notifications for appointment reminders; this can be done through the "Communication Preferences" menu.

You can contact your care team through the Patient Portal for non-urgent concerns, such as prescription refills or scheduling. Please note that your messages may be seen or responded to by any member of your care team, including your provider, a nurse, a clinical technician, or a patient services coordinator. Response time will vary and immediate responses should not be expected. If you have a complex question or concern, you will be asked to make an appointment.

To grant another individual (e.g., parent or guardian) access to your Patient Portal to review your healthcare records and send / receive messages on your behalf, you can request proxy access. A form must be completed at our front desk.

Medication Refills

Prescription Refill Policy

Contact your pharmacy to see if you have any refills available before reaching out to your provider through the Patient Portal to request a refill. Frequently Asked Questions about Medication Refills is available on our website (www.transhealth.org).

Please allow 72 hours for medication refill requests. If you call the clinic for medication refills that are not emergent or life sustaining, our staff will direct you to the Patient Portal.

Patient Portal Medication Refill Instructions

Open the "Menu" tab on the left hand side of the screen and scroll through the options until you see the "Medications" tab. Click on this tab to be directed to a list of all of your active medications. Select



the medication for renewal and follow the prompts. When all steps are completed you will see a confirmation of your refill request. Any new medication requests require a visit with your provider.

Patient Bill of Rights

Our Patient Bill of Rights is available on our website (www.transhealth.org) and posted at our practice.

Community Support and Engagement

All of our Community Support and Engagement services are free and open to Transhealth patients and clients as well as trans and gender-diverse community members. Our Community Team coordinates a variety of programming including social groups, workshops, events and resource navigation support. To learn more about specific programming email thcommunity@transhealth.org.

Community Room & Drop In

This safe space houses a mini lounge, Community Closet, library, game console, guest laptop, wifi and printing access. Local community resource navigation is also available. Our Community Room is on the 3rd floor and open for drop-in visits 4 days a week.

Monday: 10 AM to 12 PM, 2 PM to 4 PM

Tuesday: 10 AM to 12 PM, 2 PM to 4 PM

Wednesday: 10 AM to 12 PM, 2 PM to 4 PM

Thursday: CLOSED

Friday: 10 AM to 12 PM, 2 PM to 4 PM

Most services below are available during drop-in hours, except where otherwise noted. Our Events Calendar on our website (www.transhealth.org) provides up-to-date information regarding schedule changes and closures. To schedule an appointment outside these hours, contact our Community Support and Engagement Team at thcommunity@transhealth.org.

Community Closet

Our closet has free clothes, gender-affirming gear like binding and tucking products, packers, STPs and more, cosmetics, post-surgical supplies, period products, safer sex kits, hygiene kits, bleach kits



and Narcan. We cannot guarantee the available range of products since our closet depends on donations received. Quantity limits may apply.

Post-Op Supply Exchange (POSE) Program

Through our Post-Op Supply Exchange (POSE) program individuals with upcoming gender affirming surgical procedures are able to take and borrow items needed for post-op recovery such as specialized pillows, garments, OTC medication, reusable hot/cold packs and personal care products. To sign up for items, stop by the Community Room first and ask about next steps.

Insurance Enrollment

Our on-site Certified Application Counselors (CACs) provide 1-on-1 assistance with insurance applications and enrollment for MassHealth and Massachusetts Health Connector Plans. *Assistance is available by appointment only and limited to in person navigation. To schedule an appointment email cac@transhealth.org.*

Our CAC's can help with:

- Filling out and submitting forms & applications
- Getting information about your health coverage options
- Finding financial assistance programs
- Responding to Masshealth or Mass Health Connector request for info to maintain benefits

Notary Services

We have an in-house notary available who can notarize paperwork free of charge.

Legal Name Change and Documentation Update Support

Our Community Support and Engagement team provides on-site support for patients, clients, and community members looking for assistance with the legal name change process and updating their legal documentation with the correct name and gender-marker. Our team is available to provide education and resources, help fill out required forms, and refer individuals to community partners and legal experts for additional support. In addition to support with completing documentation, we also have an on-site notary available to notarize any required forms, free of charge.