

Welcome to the



Essential Information for New Patients

A Message From Our CEO

We live in an era where it is standard practice to attack the basic civil and human rights of immigrants; separate children from their families at the border; deny asylum without trial; imprison immigrants for extended periods of time in dilapidated detention facilities; **allow immigrant children to die without medical care while in our custody**; and shut down the federal government over a wall that should not and will not ever be built.

At St. John's, we have seen firsthand the fear these human rights violations have created. Adolescents caring for and bringing in their younger siblings for annual physicals or medical visits because their parents have been deported. Patients asking for extra bottles of their diabetes medication so they have a reserve, or requesting copies of their children's medical records so they have them should they be deported. Or hundreds of patients running out of our waiting room because of a rumor that immigration authorities were arresting people "around the corner" from the clinic.

St. John's responded to these vicious assaults on human rights in kind. We trained our staff on forming a human chain to keep immigration authorities from entering our clinic sites, and educated tens of thousands of our patients on their right to receive "sensitive" health services in a safe and protected clinic space. We brought hundreds of immigrant patients to the LA County Board of Supervisors to advocate for preserving and expanding the My Health LA Program (a County program that reimburses nonprofit health centers to serve undocumented Angelenos). We developed a statewide campaign to build support for an expansion of MediCal to undocumented adults of all ages, so that all Californians—regardless of immigration status—have a fundamental human right to health.

We must, and we will remain vigilant in defending the rights of our immigrant brothers and sisters. They face new assaults from the government every single day and as such we will remain on the frontline defending these rights.

Jim Mangia
President and CEO

Hello,

Welcome to the Transgender Health Program at St. John's Well Child & Family Center!

The Transgender Health Program has grown tremendously over the past 5 years, and our goal is to provide the highest quality care for our patients in an environment that respects and celebrates your gender identity, no matter what point you are at in your transition.

Our staff is comprised of all Transgender, Gender Non-Conforming, and Non-Binary identities that reflect the lived experiences within the transgender community. Each staff member brings a unique set of skills and knowledge that allow us to serve the community in many different ways other than medical. A complete list of the staff and programs we offer are included in this packet, and please do not hesitate to reach out and contact us.

We look forward to helping you achieve your goals and live your best life!

Best,

Kazumi Yamaguchi
Associate Director – Transgender Health Program
St. John's Well Child and Family Center

Elena Fernandez
Chief of Programs
St. John's Well Child and Family Center

Dear Patients,

With this letter and the Welcome Handbook, Kazumi and I want to present a complete wellness approach that highlights not only Hormonal Replacement Therapy, but also showcase a comprehensive medical care model including primary care for our Transgender patients. In addition, we offer HIV and Hepatitis C treatment, Biomedical Prevention including PrEP and PEP, Substance Abuse, Medication Assisted Treatment, and Cognitive Behavioral Therapy to name a few.

Our medical care team is comprised of 5 providers that both bring their expertise in Transgender Health Care while also sharing a common vision in providing the most comprehensive primary care to our patients. A complete list of the clinicians along with their specialties is featured on the next page for your information.

Ultimately, the goal is to create a safe space where best practices in Transgender Health Care can be delivered effectively to you, our patients. We look forward to seeing you and, more importantly, for you to feel seen. The following are resources for your review and use.

Yours Truly,

Sushant Bandarpalle DO, AAHIVS
Regional Medical Director – North
St. Johns Well Child and Family Center

Transgender Health Program Contact Information

Transgender Health Program – Traynham

**326 W. 23rd Street
Los Angeles, CA 90007
Main Line: (323) 541-1600
Fax: (323) 905-1782**

**Kazumi Yamaguchi – Associate Director THP
kyamaguchi@wellchild.org
They / Them**

**Teanna Herrera – Interventionist
Therrera@wellchild.org
She / Hers
Extension 2334**

- ❖ T-Time Support Group Facilitation
- ❖ Recruitment of Program Participants
- ❖ External Outreach & Referrals

**Fylicee Majesty - Intake Coordinator
fmajesty@wellchild.org
She / Her
Extension 1411**

- ❖ GPRA Intakes and Data Entry
- ❖ Seeking Safety Group Enrollment
- ❖ External Outreach & Referrals

**Sasha Morales – Victim of Crime Advocate
samorales@wellchild.org
She / Her
Extension 1411**

- ❖ Crisis Intervention & Counseling
- ❖ Assistance with Criminal Justice Process
- ❖ Safety Planning & Risk Assessments

**Veronica Yvett Fernandez –
Peer Recovery Specialist
vfernandez@wellchild.org**

**She / Her
Extension 2331**

- ❖ Substance Use Counseling
- ❖ Substance Use interventions
- ❖ GPRA Intakes and Data Entry

**Roberto Rodarte - Trans Empower Case
Manager
rrodarte@wellchild.org
He / His
Extension 2326**

- ❖ Name & Gender Change Information
- ❖ Workforce & Education Development
- ❖ Employment Readiness Workshop

Transgender Health Program – Williams

**808 W. 58th St.
Los Angeles, CA 90037
Phone: (323)541-1411
Fax: (323) 905-1782**

**Princess Morales
Trans Empower Case Manager
prmorales@wellchild.org
Extension 2330**

- ❖ Name & Gender Change Information
- ❖ Workforce & Education Development
- ❖ Employment Readiness Workshop

**Ayesar Trujillo Lopez
Patient Navigator
atlopez@wellchild.org
Extension 2328**

- ❖ Linkage to Care & Retention
- ❖ STD / HIV Prevention
- ❖ Outreach & Needs Assessment

Transgender Health Program – Avalon

**6818 Avalon Blvd.
Los Angeles, CA 90003
Phone: (323)541-1411
Fax: (323) 905-1782**

**Mabel Garcia
Program Coordinator
mabgarcia@wellchild.org
Extension 6835**

- ❖ CDC Community to Clinic grant coordination
- ❖ HIV Education and Resources
- ❖ Recruitment of Program Participants

**Azul Ruiz
Outreach Coordinator CDC
azruiz@wellchild.org
Extension 6821**

- ❖ Outreach & Needs Assessment
- ❖ External Outreach & Referrals
- ❖ STD / HIV Prevention

**OPEN POSITION
Linkage to Care Coordinator CDC
TBD
Extension TBD**

- ❖ Linkage to Care & Retention
- ❖ STD / HIV Prevention
- ❖ Outreach & Needs Assessment

Transgender Health Program Medical Providers

Dr. Sushant Bandarpalle D.O., AAHIVS
Regional Medical Director – North
Transgender Health Care Provider
HIV Specialist/MAT Certified
He/Him

Justin Amador, FNP, AAHIVS
Transgender Health Care Provider
HIV Specialist / MAT Certified
He / Him

Sonya Tran, FNP
Transgender Health Care Provider
MAT Certified
She / Her

Christine Lo, FNP
Transgender Health Care Provider
She/Hers

Anthony Villa, NP
Transgender Health Care Provider
He / Him

Support Services

St. John's Well Child & Family Center is committed to protecting and improving the health of all transgender people in our communities. The following support services are available:

Case Management for People Reentering Society after Incarceration

Through the Reentry with Integrated Services and Empowerment (RISE) program, case managers who have been incarcerated use their personal experience and knowledge of the challenges facing reentry to help clients access crucial resources, from identification documents to connection to substance use disorder treatment to clothing for interviews – helping them successfully navigate the world post-release. The RISE case managers each focus on an area of care: substance use, post-traumatic stress disorder, transgender health, HIV/AIDS, and transitional age youth/gang involvement.

Case Management for Those Experiencing Homelessness

St. John's Well Child and Family Center Homeless Services Program offers intensive case management to our patients experiencing homelessness. Services include patient-tailored intensive case-management determined by assessing each patient's specific needs which includes: outreach & engagement (meeting the patient where they are), linkage & referrals that provide housing assistance, shelter, legal, mental healthcare, food, showers and other supportive services as needed based on patients individual needs and goals.

HIV Prevention & Care Services

St. John's Well Child and Family Center offers comprehensive services to patients along the HIV continuum of care, including testing, linkage to care, and treatment. We strive to create a supportive and non-judgmental environment where all patients are treated with respect and receive high quality medical care. We provide:

- **HIV and Hepatitis C Testing**
- **Linkage to Care**
- **HIV and Hepatitis C Medical Care**
- **Support Services**
- **AIDS Drug Assistance Program (ADAP)**
- **HIV Education**

Mental/Behavioral Health Services:

Mental Health Counseling:

The mental health program provides counseling, psychiatric services, and psychosocial support related to the social stress of poverty, homelessness, unemployment, and domestic violence. Services include crisis intervention as well as individual, family, and group therapy. Our clinicians provide short term treatment to address mild and moderate symptoms associated with depression, anxiety, trauma, and distress associated with changes in the self, home, and/or community.

Substance Use/Recovery:

Treatment is a major step in the journey to recovery therefore we aim to ensure that you receive high quality care in a safe and caring environment with the support of a multidisciplinary team. We are dedicated to the recovery and health of the individual, the family, and the community. We embrace a harm reduction model for our patients. Our medical providers also prescribe medications for those who come to us with alcohol use and opiate use disorders and are wanting to sustain recovery. We have a team of therapists, counselors and case managers available to help patients achieve and maintain sobriety goals.

Healthy Homes Program

The Healthy Homes Healthy Families Initiative is a collaborative project between St. John's, Strategic Actions for a Just Economy, and Esperanza Community Housing Corporation.

The program has been recognized by the Health Resources and Services Administration (HRSA) as a best practice to be shared with other community clinics across the nation.

- Team-based medical care
- In-home health hazards assessment and remediation plan
- Individualized health education including a review of patient medications, and assessment of personal triggers
- Distribution and demonstration of non-toxic cleaning materials including proper removal of mold, and placement of roach traps
- Advocacy assistance requesting housing improvements including letter writing, contacting code enforcement, linkage to tenants' rights and legal services

Victim of Crime Advocacy

The Victim of Crime Advocacy Program in partnership with Program for Torture Victims provides services for those who have been a victim of crime in California. The program provides compassionate support and guidance with the following issues:

- Crisis Intervention and Counseling
- Help with the Criminal Justice Process
- Safety Planning and Risk Assessments
- Additional Referrals for Support Services
- Case Management

Insurance Information

At St. John's, anyone is eligible to receive services, no matter their ability to pay. We accept Medi-Cal, Medicare and many other insurance plans. We have benefits counselors at all of our health centers to help patients determine their eligibility for insurance programs. For uninsured patients we offer services on a sliding scale cash basis.

The following health plans are accepted:

- Medi-Cal
- Medicare
- Access Dental
- Blue Cross
- Blue Shield Commercial
- Blue Shield HMO
- Care First
- Care First Advantage
- Care 1st Commercial
- Cigna
- Healthy Families
- Healthy Kids
- Health Net
- Health Net Advantage
- Health Net Commercial
- Health Net/Liberty Dental Plan
- Healthy Way LA
- LA Care
- LA Care Advantage
- Molina
- Molina Advantage
- Safeguard Dental
- Scan – HMO
- Aetna, AppleCare IPA
- Cigna PPO Dental
- Citizens Choice, AppleCare
- Easy Choice, AppleCare
- Family PACT
- PPO Insurances
- Secure Horizon, AppleCare
- United Health Care, AppleCare
- Health Net and LA Care Covered California Products

Sliding Scale Fee Discount Program

St. John's Well Child and Family Center is committed to providing a sliding fee discount to persons who have healthcare needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay. Consistent with its mission to deliver compassionate, high quality, affordable healthcare services and to advocate for those who are poor and disenfranchised, St. John's strives to ensure that financial barriers to care are minimized for patients who meet certain eligibility criteria. The Sliding Fee Discount Schedule provides discounts to eligible patients based on their family size and income. The Sliding Fee Discount Schedule is used to calculate the basic discount and is updated each year using the federal poverty guidelines. Once approved, the discount will be honored for twelve months, after which time the patient must reapply. This program applies to all uninsured patients who qualify.

- 0 – 100% FPL:
No charge to Patient
- 101% – 150% FPL:
Medical: \$35/office visit including physicals
Dental: \$40/office visit
Behavioral Health: \$10/ individual office visit \$2/group visit
- 151% – 175% FPL:
Medical: \$45/office visit including physicals
Dental: \$50/office visit
Behavioral Health: \$15/individual office visit and \$4/group visit
- 176%– 200% FPL:
Medical: \$70/office visit including physicals
Dental: \$55/office visit
Behavioral Health: \$20/individual office visit and \$6/group visit
- Greater than 201% FPL:
Patient pays 100% of standard fee

Supplies Fees Not Incident to Services:

\$25.00-Diabetes Test Strips (25 day Supply)

\$10 Viagra Pill (1)

\$40.00-Eye Exam

Surgery Referrals

Preparing for your Surgery

Your health is important to us at St. John's Well Child & Family Center, and we understand that it is even more important to you, your family, and your loved ones. This document will clarify your role in the transition process. Without your active participation in the surgery referral process, your providers' ability to assist you is limited. Working together, we can expedite the process and make it run smoothly.

The success of your surgery depends on following the pre- and post-surgery guidelines, and communicating with the St. John's Transgender Health Program, including the Patient Advocate, your Medical Provider, and your Mental Health Clinician.

The following points are essential responsibilities of the patient and their family/caregiver during the surgery referral process. It is your responsibility to learn the process, attend all of your medical appointments, and obtain the necessary documentation required for a successful surgery referral.

Your Treatment Plan

Your Medical Provider will come up with a treatment plan and recommendations with you. Your responsibilities include keeping all of your medical and mental health appointments, adhering to your medication as prescribed, and completing all labs / testing as scheduled.

Please schedule your appointments well in advance, especially labs / testing appointments. We cannot guarantee accommodation for rush requests or appointments, as the labs / testing require at least 1 week to process.

You must not smoke for a minimum of 30 days before and after your surgery date.

Evaluations

For the following:

MTF: Facial Feminization, Tracheal Shave, Breast Augmentation, Electrolysis

FTM: Chest Reconstruction

Requirements:

1 (one) letter from a Licensed Mental Health Clinician

1 letter from your Medical Provider

For the following:

MTF: Vaginoplasty, Orchiectomy

FTM: Hysterectomy, Salpingo-Oophrectomy, Vaginectomy, Phalloplasty, Metoidioplasty

Requirements:

- 1 letter from a Licensed Mental Health Clinician
- 1 letter from your Medical Provider

Please note that if ongoing mental health treatment is suggested by your mental health clinician, you will need to continue treatment for the recommended amount of time they suggest. While ongoing therapy is not required for the surgery process, if there are other mental health issues that need to be addressed, they need to be managed and controlled prior to surgery.

If you, your caregiver, or your family needs additional emotional support through the transition and surgery process, please contact your mental health clinician to schedule an appointment.

Patient Conduct

We would like to maintain a mutually respectful and courteous relationship between you and the Transgender Health Program staff. The success of your surgery referral depends on your ability to communicate and cooperate with your Patient Advocate, Medical Provider, and Mental Health clinician.

Please refrain from contacting any staff member about your surgery referral process through social media such as Facebook, Instagram, or text messaging. As these communication portals are not secure, we cannot divulge personal medical information through these channels.

If you have questions or concerns about your surgery referral process, please call the Patient Advocate at 323-541-1600 ext. 2327/2331 for assistance.

Financial Responsibilities

You may be responsible for non-covered costs of surgery, depending on your insurance coverage.

Some travel, transportation, and lodging may be covered by your insurance if you have PPO or HMO insurance, but is not covered through Medi-Cal or Medicare.

For patients with PPO / HMO insurance, please call your insurance customer service department to verify your benefit coverage and to learn what costs, if any, falls under your responsibility.

If your insurance coverage changes, you must immediately notify the Benefits Counselors or the Patient Advocate at St. John's Well Child & Family Center. Changes in insurance coverage may affect the surgery referral process and cause significant delays.

Follow Up and Post-operative Support

You will need to designate someone as your caregiver or support person who can take you home following your surgery or discharge from the hospital, and to take you to any follow-up appointments that are necessary to monitor your healing process.

We will ask you for the contact information of your caregiver or support person in case we need to contact you or check on your healing process.

Please be sure to follow all recommended post-operative instructions provided to you by your surgeon, and attend all follow-up appointments with your surgeon and medical provider.

As gender confirming surgeries are often irreversible and permanent, it is extremely important for you to follow all of these guidelines in order to assure the best possible outcome for your surgery. If you do not adhere to these responsibilities throughout the referral process, you may not be considered as a candidate to start the surgery referral process and will prolong the time frame for your surgery.

We look forward to helping you during your transition and are committed to providing you with a safe and professional environment for your healthcare.

For questions, please refer questions to the following staff:

Veronica Vyett Fernandez (*English/Spanish*)

She / Hers

Extension 2331

vfernandez@wellchild.org