

Supportive scripting for speaking with patients. Every patient conversation will be unique and require different language. Important to consistently share that 'UW Health is pausing prescribing.'

Talking Points for Care Teams

- We are reaching out to you today regarding your upcoming appointment on [date] with [provider]. OR We are reaching out to you today regarding your ongoing care with [provider].
- We're calling to let you know that, due to federal actions, UW Health is pausing prescribing or replacing puberty blockers or prescribing hormone therapy for the treatment of gender dysphoria for patients under 18 years of age.
- *For schedulers:*
 - Let me get a message to a member of your health care team.
 - It might take a couple of days for a team member to get back to you, as we are experiencing higher call volumes. I will let your medical team know of your questions.
 - Is there a day of the week or a general timeframe that works best for you so that they can give you a phone call? The medical team will try their best to reach you during that time.
- **The PATH Clinic is not closing.** We want you to know that our care relationship can continue, and we will continue to support you, the patient, and your family, in all the ways we can.
- We encourage you to [keep your upcoming] OR [schedule an] appointment to talk more directly in person with your care provider, but we wanted to share this change with you now so you're informed for future appointments.
- If you have a mental health care provider, they could be an important source of support at this time. If you are interested in connecting with a mental health care provider, we can assist.
- Right now, it might also be helpful to seek out affirming people and spaces, along with local and national resources like GSafe and OutReach.
- For documentation: Spoke with [patient/parent/guardian] about ongoing care.
- For media *calling*: Offer to take a message and then send that information to Sara Benzel, sbenzel@uwhealth.org.

What is changing?

Due to federal actions, UW Health is pausing prescribing puberty blockers or hormone therapy for the treatment of gender dysphoria for patients under 18 years of age.

How long will this change be in effect?

There is no end date at this time.

What do I do if I'm currently receiving hormone therapy?

This is patient-specific and is a conversation you should have with your health care provider.

Can the pharmacy still fill my current prescription if I have refills available?

Yes.

What if I have a histrelin implant? Will I be able to get it replaced? Will I have to have it removed?

You will not be able to get it replaced, but you will not have to remove it.

Can my UW Health provider still order and monitor my labs?

After January 16, 2025, labs may be ordered to respond to patient symptoms that would be treated by a UW physician in the scope of their practice. After January 16, 2025, orders for routine monitoring labs should be ordered by a patient's new provider, and review and evaluation of those lab results should be handled by that new provider.

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Can I still have my appointment?

Yes, you can still meet with your care provider.

What if I have an existing prescription?

UW Health is not prescribing puberty blockers or hormone therapy for the treatment of gender dysphoria for patients under 18 years of age. Some patients may have refills, and those may be filled.