Welcome! We are happy to partner with you and your child through this process. Navigating the system can be difficult, and we've put together a quick guide for the most common issues that come up. We hope you find this helpful.

1. Scheduling
   a. Initial visits: We try to have the initial 4-5 appointments scheduled up front. After these have been completed, all subsequent visits should be scheduled at the front desk after you have met with your providers. If you do call to reschedule/schedule appointments to the GeMS line (617-355-4367), please allow for 1 week for a call back. Please note that there should be 2 separate visits each time you visit GeMS – one with mental health, one with medical.

2. Prescriptions
   a. There is a designated line for prescription refills: 617-355-7476, option #3. Please allow 2-3 business days for prescription refills. Keep in mind that some prescriptions require a prior authorization from your insurance, which requires an extra day or two. Please try to plan ahead so you don’t run out of medication. *N.B. Testosterone is a controlled substance and may not be called into a pharmacy. This creates delays, as some pharmacies have also not been accepting faxes from us.*

3. Medical Advice
   a. The Endocrine nurses are available for non-urgent advice. The number is 617-355-7476, option #3. **Please do not call the GeMS line.** The endocrine nurses will triage the concerns if they are unable to answer the questions.

4. Letters (e.g. for name change, for surgeries, passports, etc):
   a. For all letters, send a request through the patient portal to your provider with the type of documentation you need and where it should be sent. Please allow 3-4 weeks for these to be completed. In the case that you want a letter to be sent quickly, you must provide a stamped addressed envelope to us, as the Children’s snail-mail system is slow.

5. Legal Name Changes/gender marker changes
   a. Name, birth certificate: As these may be state specific, there are several resources online. For Massachusetts residents, see [www.masstpc.org](http://www.masstpc.org). For a list of state requirements, see [www.transequality.org](http://www.transequality.org).
   b. Federal Documents (passports): these are not state specific. See: [https://travel.state.gov/content/passports/en/passports/information/gender.html](https://travel.state.gov/content/passports/en/passports/information/gender.html)