



Boston Children's Hospital
Until every child is well™

Coming to GeMS : Guide for International Families

GeMS, the Gender Management Service at Boston Children's Hospital is happy to work with gender-questioning adolescents, teens and young adults from all over the world. This current protocol facilitates a clear and smooth process beginning with your first call to GeMS. Because you may be traveling here from a long distance, we have amended our regular protocol, and ask that you familiarize yourself with the following steps:

1. Please contact **Tim Ross, our program coordinator, at +1.617.355.4367** to complete the initial intake data form.
2. A phone consultation is required with **Francie Mandel, our program social worker and director of mental health services, at +1.617.355.7948**. She will talk with you in detail about the program and will take a complete psycho-social history. Francie will also explain the documents we require before your visit. After this conversation you will receive an email reviewing the information discussed and suggestions made.
3. Medical interventions in GeMS are informed by mental health evaluations from trained psychologists and clinical social workers. Please be prepared to send all mental health records PLUS a report from your child's current therapist. You will be sent documents for the therapist to complete after you talk with Francie. All mental health information should be sent to francie.mandel@childrens.harvard.edu; or Fax +1.617.730.0194, Attn: GeMS)
4. Once the mental health documents are received and reviewed, we will again be in touch, via email, to discuss recommendations and begin to discuss scheduling several days of appointments in our clinic. We will do our best to help you arrange to come here in a timely manner. The appointments which will be scheduled are:
 - 1st with psychologist
 - 2nd with medical provider
 - 3rd feedback with psychologist
 - 4th with medical provider
5. Additionally, you will be asked to please complete the following at least 1 month before your visit:
 - Labs tests will be required and you will be sent these details
 - Medical records: please send your child's most recent report from his/her pediatrician PLUS medical records for any chronic condition for which you child is/was treated.

Please send to Timothy.Ross@childrens.harvard.edu or Fax to +1.617.730.9299,
Attn: GeMS

- **A medical doctor (General Practitioner) must be identified in your country to continue with on-going treatment following your consult in GeMS.** They will be responsible for managing your child's medication after the first prescription from GeMS, including helping you procure the medication. They will also be responsible for lab tests. **Please supply us with the name and contact information prior to your visit.** Our medical team will remain in close contact with your child's doctor.

6. All families should plan to return to the **GeMS** program every 6 months – 1 year for follow-up.

All appointments for International patients are officially made through the **International Services Center** *after* you have completed the steps above. **Timothy Ross** will coordinate the appointment availability with this office and there will be an International Patient Representative assigned as your official contact for the visit. They will be able to assist you with financial and insurance questions, housing and other practical details for your visit as well as liaison with the **GeMS** team about the actual appointment (s). Their phone number is +1-617.355.5209 and their email is www.childrenshospital.org/international

If you have further questions about coming to the **GeMS** program please do not hesitate to contact **Francie Mandel or Tim Ross**.