

## 1.1 Transgender Patient's

### 1.1.1 Acute Records

If a patient requests to change their gender then please advise the patient to request the change in writing addressed to the Information Governance Department, Home 15, Blackpool Victoria Hospital (BVH). Or alternatively, if you receive a request to change a patient's gender via another source e. g patient's General Practitioner (GP) practice, please ask the person making the request to send a written request addressed to the Information Governance Department, Home 15, BVH

Information Governance staff will arrange to:-

- Acquire the patient a new National Health Service (NHS) Number.
- Create a new HISS registration (new Hospital Number allocated) for the patient which contains the patient's new NHS Number.
- Update the patient's demographic details on their new HISS registration as requested i.e. gender, title and name etc.
- Make arrangements to merge the patient's previous HISS registration with the new registration and retain the new registration. **The patient's Alias name will not be retained during the merge process.**
- Update the patient's existing Health Record Folder(s) (all the patient's folder volumes must be updated) using their new hospital number by placing updated barcode / identification labels on the covers. Any old labels will be destroyed.
- Update the patient's demographic details in the front inside cover.
- File the patient's or GP request letter in their Health Record Folder within section 1.
- Update the Allergy / Attention Card within the Communication section stating to refer to the patient's letter held in section 1.
- Make arrangements to ensure that Radiology, Pathology and Pharmacy departments are informed of the patient's change of gender and merged hospital numbers.
- Inform the EMIS, Lillie, SystemOne and System of Excellence (SOE) System Administrators of the change to make the appropriate changes on their systems, adhering to their local Standard Operating Procedure (SOP).

Refer to Appendix 3 - Information Governance (IG) SOP.

### 1.1.2 Community Records - e.g. EMIS

Most systems have the functionality to transfer a patient's information/ system registration into an archive section. Previous records must be retained for future reference.

Once a record is archived it can only be accessed by a system administrator. Archived records can be retrieved temporarily, unarchived if needed. Only Service Managers or Team Leaders can request to archive or unarchive records.

Community Services Managers or Team Leaders to:-

- Contact the System Administration team with the pre transgender patient demographic details asking for the record to be archived.

System Administrators and Community Services Managers or Team Leaders will:-

- Ensure that the patient is registered on the relevant community system with the a new National Health Service (NHS) Number via PDS trace where possible.
- Ensure that the patient's demographic details are updated on their new EMIS registration as requested i.e. name, title, gender etc. **The patient's Alias name will not be retained on the new registration.**
- Ensure that a new set of Records are created for the patient under their new registration (new NHS number) containing pertinent health information.
- Inform the Information Governance Department of the patient's details to update the patient's acute health record.