



## Hormone FAQ's

Below are some common questions we get from patients regarding their hormone care. You are always encouraged to call our front desk if you have a question or concern, but hopefully these may answer some questions you may already have!

### **How do I get a refill on my hormones?**

If you need a refill on your hormones or injection supplies, first call your pharmacy and they should be able to refill it for you. If they aren't able to, you can call Family Tree Clinic at 612-473-0800 and let the front desk know, and they'll be able to alert a nurse who can help.

### **Can I get my hormones and injection supplies from Family Tree?**

Family Tree Clinic does not dispense hormones like a pharmacy does, but you are welcome to get your needles and syringes from us. You can pick up 3 months worth at a time. Each syringe and needle costs \$0.25 each. Many people also choose to get their injection supplies from places other than a pharmacy, such as online - be careful to find supplies that are properly sterilized and the correct gauge(s).

### **Can Family Tree do my injections for me?**

If you cannot do injections on your own and would like someone to do your injections for you, you may be able to have a Medical Assistant do your injection every shot cycle at the clinic. For these appointments, make sure to bring your own hormones with you (but not your own needles or syringes). Some insurances will cover this type of visit, otherwise there will be an injection fee from our sliding scale.

If you do not have access to your hormones for any reason (insurance issue, etc.) and are in a pinch, you may schedule an injection appointment and use the hormones we have at the clinic. This costs about \$0.24 per milligram for testosterone and \$1.50 per milligram for estradiol, and these prices are subject to change. Insurance will not cover the cost of the hormones this way and this cost must be paid for at the time of the visit. There would still be an injection fee, and this would either be paid for by insurance or out of pocket.



### **What do I do if I'm having any trouble getting my prescription at the pharmacy?**

If you are having trouble obtaining your prescription at the pharmacy and the reason is unclear, you can call the front desk at Family Tree and they may help you understand where the issue is. You may be out of refills, need to make an appointment before you can get more refills, etc.

If the pharmacy is giving you the wrong needles or syringes and you cannot resolve the issue at the pharmacy, you can call the front desk at Family Tree and we will alert a nurse who will contact the pharmacy to try to resolve the issue.

If you are on testosterone, it is important to know that it is considered a controlled substance. Sometimes insurances require a prior authorization before you can pick up testosterone, and if you switch your pharmacy you may need to go through the prior authorization process again. Keep in mind that usually you can only switch pharmacies with a controlled substance once a year before you need to get a new prescription sent from your doctor.

### **Can I switch hormone methods?**

There are a number of different delivery methods for hormones, including injections, patches, topical medication, and pills. Options are different depending on whether you are taking masculinizing or feminizing hormones. If you want to switch the type of hormone method you are on, you are welcome to schedule an appointment with your provider to discuss other options and choose what would work best for you. You will need a new prescription written for this.

### **When will I know when I'm due for my next appointment?**

You can expect to get labs drawn every 3-4 months for the first year of being on hormones, though this may vary from person to person. Usually, you will schedule your next appointment when you are checking out at the front desk. If you are not sure when your next appointment is due, contact the front desk to find out. It's important to be seen at regular intervals by your clinician, to ensure that your prescription stays active and you can always access your hormone refills at the pharmacy when you need them.

### **What if I want to go off of hormones?**

Not everyone wants to be on hormones forever. If you are thinking of going off of hormones, make an appointment with your provider to discuss the safest way to lower or stop your dosage. Family Tree Clinic will work with you to go off your hormones, or back on again, if you choose.