Gender Affirming Primary Care

Practice Information

Last updated: May 2026

General Information

Please use the Web Portal Gender Affirming Primary Care (GAPC) form to claim funding for this service.

This programme aims to reduce financial and access barriers to Transgender and Gender Diverse Healthcare for individuals enrolled in West Coast Health.

Programme Objectives

- Improve access to healthcare for gender diverse and transgender individuals
- Improve clinician support for these services in Te Tai o Poutini / West Coast
- Reduce the financial barrier to accessing these services for individuals seeking them.

Programme Information

This programme includes funded readiness assessments and appointments for eligible individuals.

Funded Primary Care Appointments

Eligibility Criteria

Patient must have all of the following:

1. Aged >14 years old
2. Enrolled in West Coast Health (PHO)
3. Seeking Gender Affirming Primary Care

Programme Process

1. Patient presents for transgender/gender diverse healthcare need.
2. Clinician registers patient for Gender Affirming Primary Care Programme. Only one registration allowed per patient per 24 months (2 years).
3. Clinician claims for funding reimbursement based on the number of appointment slots used for the patient
    a. 1 Standard time slot is the length of a normal appointment for your GP practice (15min or 20min depending on the practice)

Questions or Feedback?
Please contact the West Coast Health Clinical Quality Team

Top Floor,
163 Mackay Street
Greymouth, 7805
Phone: +64 3 768 6182

QualityTeam@westcoasthealth.nz

   b. Single appointment =1 slot, double appointment = 2 slots, triple appointment = 3 slots.
4. Clinician refers patient to appropriate referrals indicated in claiming form.
5. Please note: a clinician can refer through ERMS to GAPC Local Expert for further care. The Local Expert will then make claims through the Te Pokapū portal for their visits.

Copayment:

- No copayment can be charged to patient.

Payment

- Reimbursement for each time slot:
  - Enrolled Patient: $34.50
  - Casual Patient: $57
- Maximum 10 of clinic/appointment slots can be claimed per person.
- Maximum 4 time slots can be claimed per appointment (claim)
- The funding follows the patient. The clinician/practice who saw the patient enters the claim.
- No clawbacks can arise as a result of appointments from this programme.

Local Experts

- If a provider needs external support prescribing or managing care for patients with gender incongruence, **the provider can refer the patient to a Local Expert for this care.**
- If a provider needs advice regarding gender incongruence care and/or gender affirming hormone therapy, the provider **can seek advice from a Local Expert**
- Local experts will see patients for Gender Incongruence consults and initiation of Gender Affirming Hormone Therapy **not** for other primary care issues.
- If the practice is happy continuing care and managing care of the patient after initiation of hormone therapy, the local expert will **transfer back to GP practice for ongoing maintenance and support of hormone therapy and gender affirming care.**
- Send ERMS referral:

- General Practice > General Practice Referral
  - Please select funder as “private” (this means the PHO is paying for it, not the patient)
  - Please select Te Nīkau and write in the provider you are referring to.

Readiness Assessments (Psychological Assessments)

Eligibility:

- Enrolled in West Coast Health
- Age 19 years and younger

20 years old and older will be funded on a case-by-case basis only in circumstances of extreme hardship. Please email qualityteam@westcoasthealth.nz for pre-approval.

Amount Funded: Cost of assessment appointment

Process:

- Follow Health Pathways for Transgender and Gender Diverse [adults/youth]
- If a Readiness Assessment is indicated per the pathway, send referral through ERMS.
  - Location: Canterbury > Mental Health > Transgender **Mental Health** Referral > Heritage Psychology (see screenshots linked)
  - Indicate the referral is for a Readiness Assessment
  - Indicate the type of Readiness Assessment (Hormone, Surgical, or both).
- **If the patient is 20yrs and over**, the patient will be charged for the assessment unless you have emailed qualityteam@westcoasthealth.nz for funding exception and approval.
- **If the patient is 19yrs or younger**, Heritage Psychology will invoice West Coast Health.
- Further information see: Health Pathways: Transgender and Gender Diverse Specialised Assessment

Additional Resources

- PATHA Guidelines for how to initiate Gender Affirming Hormone Therapy
    - https://patha.nz/Guidelines
- Health Pathways – Transgender and Gender Diverse (TGD) Health in Adults
    - https://canterbury.communityhealthpathways.org/400110.htm
- Health Pathways – Transgender and Gender Diverse (TGD) Health in
    - https://canterbury.communityhealthpathways.org/462505.htm
- Health Pathways – Transgender and Gender Diverse (TGD) Specialised Assessment
    - https://canterbury.communityhealthpathways.org/502957.htm

Goodfellow Unit Education

- Adult transgender patient care (2023)
- Maintenance GAHT (gender affirming hormone treatment) for adult transgender patients (2022)
- Transgender physical health (includes discussion of hormones and surgery) (2021)

Frequently Asked Questions

Can I claim Gender Affirming Hormone Therapy Injections under this programme?

- The smallest time slot is 1 time slot.
- Injections tend to be ½ time slot with lower cost to the patient.
- So, if you are using 1 time slot for only a hormone injection please keep in mind this is being reimbursed as a full appointment and the goal of this programme is to fund the quality care for the patients.
- Ideally patients will be taught how to do injections at their homes. Claiming time slots for teaching the patient how to do injections at home, including appointments to watch observe them do their injections safely, is an appropriate use of this funding.
- If the patient does not want to do their own injections:
    - Option A: No charge to patient and you claim every other hormone injection through Te Pokapū.
    - Option B: You do teaching, vital signs, and a check-up with the hormone injection as more of a package of care.
    - Option C: Practice specific option that fulfils the intentions of programme.