

## Welcome!

Welcome to East Tennessee Children's Hospital. This hospital treats children from all over – no matter their race, religion, national origin, ability, sexual orientation or gender identity. Our promise is to keep you safe and help you feel better.

During your visit, we want to use your preferred name and affirmed gender as much as possible. That is why we've included both on your arm band. To keep you safe while you're here, there may be some instances when we must still:

- **Use your legal name** to make sure you get the right medicine, procedure or test.
- **Use your sex assigned at birth**, because that tells us you're growing and developing as you should.
- **Give your legal name and sex assigned at birth to insurance companies**, so they can cover the cost of your care. If your legal name has been changed, we will update that information in your chart.

In any other instance, staff will work with you to use your preferred name and affirmed gender. It's ok to let us know if we get it wrong.

Your safety is our top priority, and we also want you to be as comfortable as possible. Please know that along with group public restrooms, we have several single unit restrooms available. If you have any concerns or questions during your visit, please feel free to ask a staff member.

Thank you for trusting us to care for you. We are always working to improve our services, and your feedback is important to us. Please feel welcome to contact the Office of Patient Experience at (865) 541-8586 if you or your family has any concerns or feedback regarding your visit.

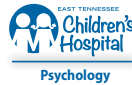


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## Further resources



- Children's Hospital Endocrinology  
– [www.etch.com](http://www.etch.com)



- Children's Hospital Psychology  
– [www.etch.com](http://www.etch.com)



- UT Psychology Clinic  
– [psychclinic.utk.edu](http://psychclinic.utk.edu)



- Voices for Transgender Youth  
– [voicesfortransyouth.wixsite.com](http://voicesfortransyouth.wixsite.com)



- PFLAG  
– [www.pflag.org](http://www.pflag.org)



- GLSEN  
– [www.glsen.org](http://www.glsen.org)



- TN Equality Project  
– [www.tnep.org](http://www.tnep.org)



- Trans Empowerment  
– [www.transempowermentproject.com](http://www.transempowermentproject.com)



- Knoxville Pride  
– [knoxpride.com](http://knoxpride.com)

