

Supplemental materials for

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Interviews to Assess a Peer Health Navigator Service for People Who Are Transgender or Gender Diverse

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Supplemental Appendix 1 – Client Interview Questions

Tell us about your experience working with the client navigator?

What led you to contacting the navigator?

How did you get connected with them in the first place?

What did the navigators help you with?

How did interacting with the navigator change your experience with the healthcare system?

Did information or support provided by the client navigator help you make more informed decisions about your care/treatment/access to services? How so? Or if not, could you say more about that?

Did your healthcare experience affect the rest of your life? If so, how? (employment, volunteer, relationships with other people, finances)

Did the navigator affect your ability to navigate the health and social services systems as a trans or gender diverse person? If so, how? (Such as with gender markers on documents, name changing, etc.)

What surprised you about working with the navigator?

Did they help you get connected with any community resources?

Tell us about your experience with that resource.

Were there any resources that you wish they had connected you to? Either resources that exist already that you found out about on your own, or resources that you wished existed.

Were they able to provide advice or support in the ways you needed? (ex. Information, connections, support)

Is there anything else you want to tell us? Anything we should have asked but didn't?

Supplemental Appendix 2 – Healthcare Provider Interview Questions

What experience have you had working with people who are trans or gender diverse?

How much did you know at the time of your first interaction?

Are there things that would have been helpful to know beforehand?

Tell us your experience working with the client navigator.

How did you first connect with the navigator?

What did you perceive the role of navigators to be?

Could you describe your interactions with the navigator?

Have you had interactions with other patient navigators before? (If so, how did that go...)

Did you think that the client navigator affected how you provided care? Did they affect how your client was able to articulate things? How so?

Did you receive any resources from the navigator? Did you use them? If not, what resources would have been helpful?

What are your overall impressions of the navigator program?

Did this interaction change your relationship with clients going forward? If so, how? Have you seen trans or gender diverse clients since then?

Will this experience affect your care of other trans or gender diverse clients? If so, how?

What should we have asked but haven't?