

Supplemental Digital Appendix 1

Facilitator's Guide for Transgender and Gender Nonconforming (TGNC) Focus Groups Held at Smiley's Family Medicine Clinic (Minneapolis, Minnesota), 2015

- Participants arrive- consent forms and gift cards distributed.
- Open with a welcome, and explain:
 - When the audio recording is on
 - Reaffirm that all that is said today will be kept confidential and it will not impact your care at Smiley's Clinic in any way
 - Please all take turns talking and check your cell phone is off
 - Check for any questions or clarification before starting
- The facilitator will need to present a brief definition of what primary care is along with the other introductory remarks. [To describe primary care, I usually say something like this is the Dr/NP who you go to for routine care, check ups, immunizations, screening for cancer and heart disease.]

1.) We are interested to learn more about what your experiences have been as a patient at Smiley's clinic. This feedback will help staff reflect on the care they provide, both in terms of what is going well and what could be improved. Can you please share what your experience in general has been receiving primary care (ie, not just hormone management, but care for your whole health) at Smiley's clinic?

Prompts: What do you like about receiving your care here? What hasn't gone so well in getting care here? Is there anything that is unique or different about this clinic? Is there anything you would like to see changed?

2.) What are the main health concerns you have sought care for at Smiley's clinic?

Prompts: Are there needs you have that are unique as a trans person? How well are those met? How do you feel about seeking preventive care at Smiley's (eg such as screenings)? What other health needs would you like to have met at the clinic?

3.) We are now interested to hear more about your experiences with your medical provider. What are the things that are important to you in building a good relationship with a medical provider?

Prompts: What attributes, skills, and experiences does a good provider have? Do you feel you trust your provider? Do you feel you have an equal relationship with your provider? What would improve it?

4.) Please talk about your experience with accessing hormones at Smiley's. If you have seen multiple different providers at Smiley's to talk about hormones, please talk about your different experiences.

Prompts: How does that process impact your relationship with your provider? Do you feel that Smiley's helps you make a decision that is best for you? How you would

ideally like to get your hormones? If you have seen another clinic for hormones in the past, how does that experience compare to Smiley's?

- Thank you for your time today - is there anything else anyone wanted to add?