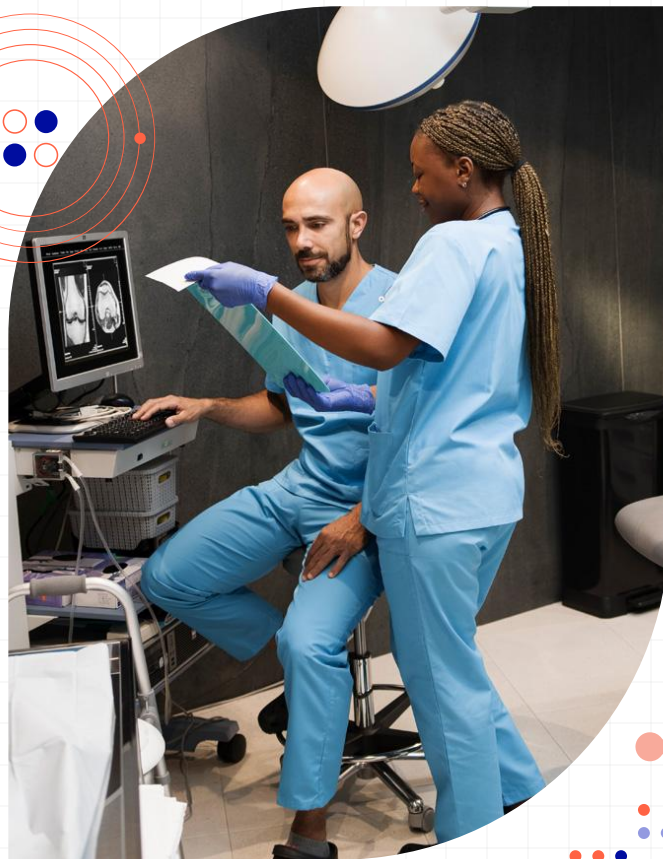




Needfinding in Healthcare Accessibility

Annabelle, Becca,
Houston, and Adrian



Our Team!



Annabelle

SymSys '25



Houston

CS '24



Becca

SymSys '25

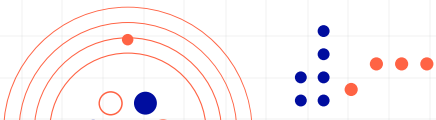
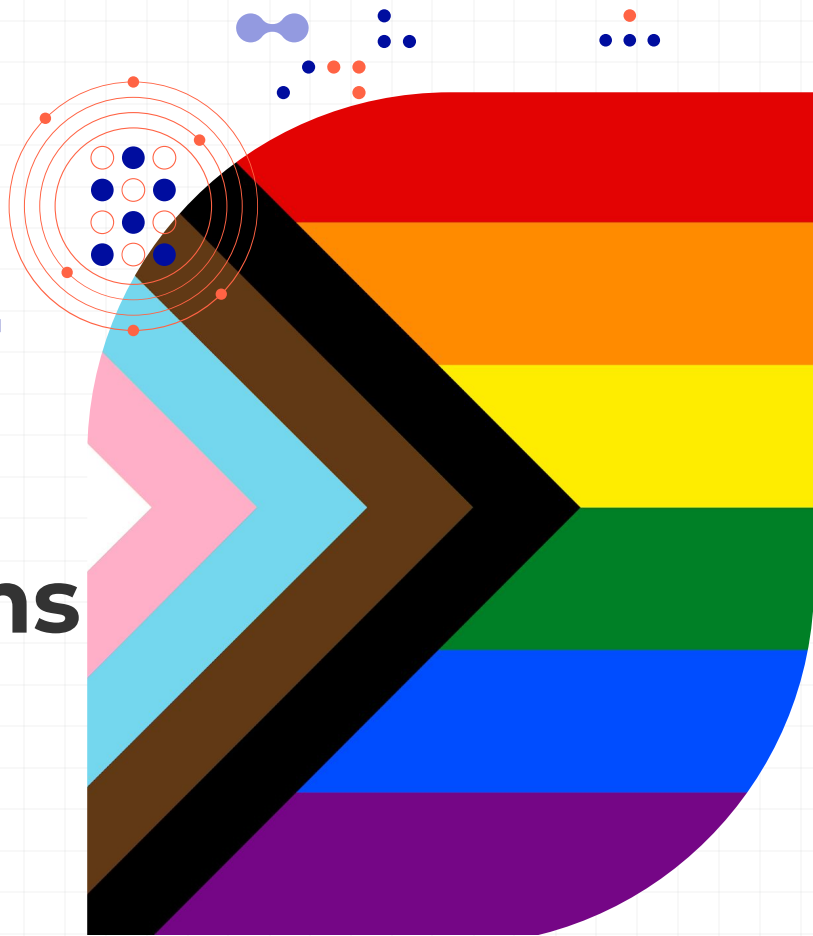


Adrian

SymSys '24



How might **Queer** communities be experiencing healthcare systems differently?



Finding Interviewees

Adolescent Counseling Services

Weiland Health Initiative

Somos Familia

The Transgender District

LYRIC Center For LGBTQQ+ Youth

Queer Student Resources

Queer Women of Color Media Arts Project

National Center for Lesbian Rights

1st and 2nd degree connections

SF LGBT Center

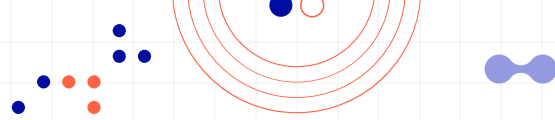
Billy DeFrank LGBTQ+
Community Center

San Francisco Rising

Transgender Law Center

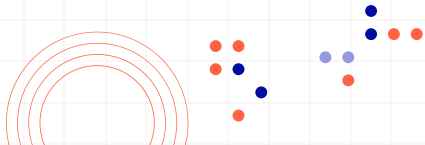
Dating Apps

San Mateo County Pride Center



Ethical Considerations

What can we do when the
limitations of the class already
dictate some questionable
ethics?



Interviewee Profiles



Puck (they/he), 19

- Transgender, Polyamorous, Pansexual
- Neurodivergent and physically disabled, leads on-campus Disabled Students Union
- Studying Mechanical Engineering and ASL and Deaf Cultural Studies at Rochester Institute of Technology.



CL (she/her), 22

- Lesbian, cisgender woman, Asian
- Studying urban studies at Stanford University



CC (they/she), 24

- Nonbinary, pan/bisexual, Black
- Stanford employee at Queer Student Resources
- Stanford Alumni (BA and MA), Feminist, Gender, and Sexuality Studies, Education, and English

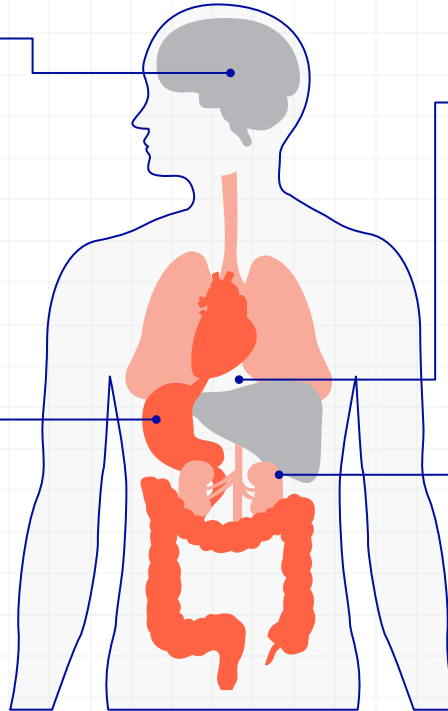
Extreme User: Puck

Community Leader

Puck has a vibrant and diverse set of connections in Queer and Disabled spaces

Disabled/ Chronically Ill

Puck has 3 to 4 doctors that they see consistently.



Transgender

Puck has struggled to receive gender-affirming care

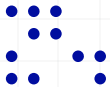
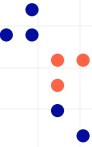
Relocates Semi-Often

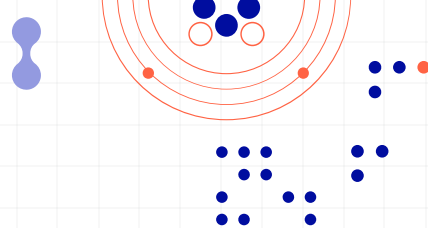
Puck has moved frequently, requiring them to find new doctors repeatedly (hometown, university, summer job).



What did we ask?

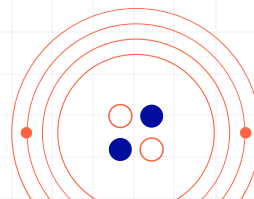
- Can you tell me a bit about your experiences with the healthcare system?
- Have you felt that your gender identity/sexuality have impacted your access to or quality of healthcare?
- What have your most positive experiences been?
- What healthcare/health tracker apps do you use? Have they been LGBTQ inclusive? Generally, what role does technology play in your health?

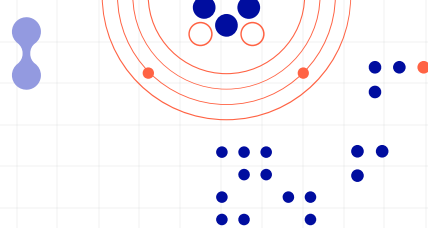




“Non-queer healthcare professionals are much more likely to be s#*t at gender-affirming care.”

— Puck





“The [mental] healthcare I receive is very tailored to my experiences as a lesbian”

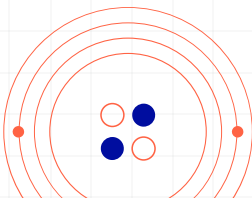
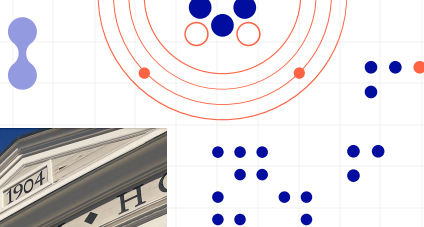
—CL





“I think you need to find [doctors] that mesh with you and also share some of the same values.”

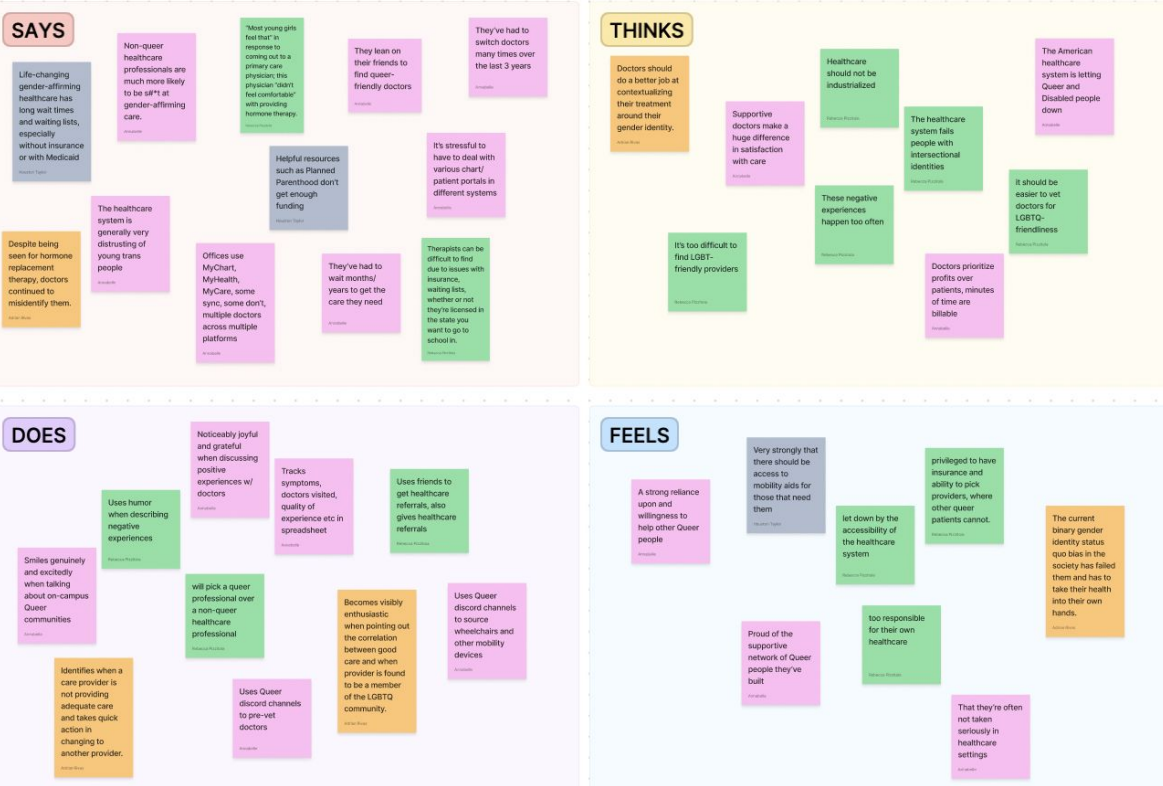
— CC





Puck (they/he), 19

Puck is transgender, polyamorous, and pansexual. They are also neurodivergent and physically disabled, and they lead their school's on-campus Disabled Students Union. Puck is studying Mechanical Engineering and ASL and Deaf Cultural Studies at Rochester Institute of Technology. They have had many disappointing experiences with the American healthcare system in relation to gender-affirming care and chronic illness.



Key Takeaways

Impact Varies!

Some interviewees felt like their Queerness never really impacted their quality of/access to healthcare, while for others it was a recurring source of stress and emotional strain.

Social Media: Gamechanger

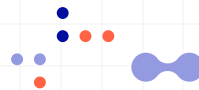
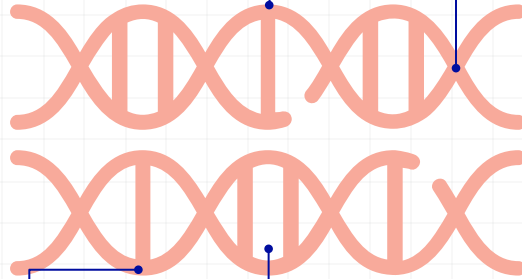
Having sites like Reddit, Instagram, Discord, etc., have helped Queer people find inclusive healthcare providers through their communities.

App Inclusivity

Queer users look for menstruation tracker apps that don't just offer insights and pregnancy tracking for heterosexual women (like Clue)!

Gender Identity

Our cisgender and cis-presenting interviewees didn't experience as much discrimination as Puck did.





Next Steps

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