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To eliminate barriers in health screening for transgender persons in the "PwC Health Insurance Society's Contracted Medical Institutions," health screening institutions with transgender support are indicated with a six-color rainbow mark. The criteria for attaching this mark are as follows.

PwC Health Insurance Society Criteria for Health Screening Institutions with Transgender Support

All of the conditions in items 1. to 14. below must be met regarding individual response to examinees who wish to receive support and examination as a gender that differs from the gender indicated on the health insurance card and Individual Number card (hereinafter simply referred to as "examinee").

(Response to prior consultation)

1. In the event of consultation by telephone or email from an examinee who has an appointment or is considering making an appointment, the following response can be made.

- ❑ Give a specific explanation and make an individual response regarding items 2. to 14. of these Criteria.

(Privacy of name [designation])

2. At reception on the day of examination, with due consideration of the

following, reconfirm as necessary the matters confirmed in the prior consultation.

- ❑ Ensure that privacy-related contents are as inaudible as possible to people in the vicinity.

3. In the waiting area for the examination, when calling the examinee to inform them about the next check-up, etc., one of the following ways can be used.

- ❑ Call using number.
- ❑ Call using alias.
- ❑ Call using the surname only.
- ❑ Approach the examinee and speak directly to them (but not in a loud voice).
- ❑ There is a guidance system using a tool such as a tablet terminal, calling app, or buzzer, making it unnecessary to call the examinee's name.

4. When confirming the examinee's name before examination at the place of examination, either of the following ways can be used.

- ❑ Confirming using an alias.
- ❑ Confirming using the actual name (name on the health insurance card) but taking care that it is as inaudible as possible to people in the vicinity.

(Privacy when using facilities and equipment)

5. Regarding use of changing rooms, one of the following responses can be used.

- ❑ When there are separate changing rooms for men and women, the changing room the examinee wishes to use can be chosen.
- ❑ Time can be taken into account (allocate a time when there are no other users).
- ❑ Space can be taken into account (a location as far away as possible from other users/using a private room/other responses).

6. Regarding use of washrooms, one of the following responses can be used.

- ❑ When there are separate washrooms for men and women, the washroom

the examinee wishes to use can be chosen.

- ❑ The examinee can be directed to a shared washroom.
- ❑ The examinee can be directed to a washroom where privacy can easily be protected (e.g. a washroom on a floor not being used on that day).

7. Regarding equipment such as examination clothes and slippers, either of the following will apply.

- ❑ There is no distinction between men and women based on color, etc.
- ❑ There is a distinction between men and women, but the examinee may wear those of the gender of their choice. (However, it may not be possible to respond, for example, when there is no size for that gender which fits the examinee.)

8. When a waiting area is used, either of the following will apply.

- ❑ If there are separate waiting areas for men and women, the facility of the examinee's choice can be used.
- ❑ There is a waiting area with no segregation between men and women (shared waiting room).

(General operations on the day of examination)

9. The contents of the responses confirmed with the examinee in the prior consultation is conveyed to the following persons in charge.

- ❑ The person in charge of reception, person in charge of floor guidance, and person in charge of allocating the order of examination.
- ❑ (If there is an examination) The doctor in charge, laboratory technician, and nurse or other examination assistant.
- ❑ (If there is a consultation) The doctor in charge, nurse or other person in charge.

(Gynecological examination or other gender-specific examination)

10. Regarding ease of receiving a gynecological examination, etc., all of the following responses can be made.

- ❑ Gynecological examinations can be received not only on days of examination for women but on days when both men and women can receive health checkups.
- ❑ If the examinee is undergoing hormone administration or surgery regarding a transgender female (male to female, etc. transgender person), if the examinee so wishes, certain gynecological examinations, such as breast cancer screening or a thyroid function test, can be provided.
- ❑ If the examinee wishes to receive a male-specific examination, such as a prostate examination, regarding a transgender female (male to female, etc. transgender person), consideration can be taken so that it is not obvious to others that a male-specific examination is being conducted.

11. If the examinee so wishes, either of the following considerations can be taken so that it is not clear to people in the vicinity that the examinee is receiving a gynecological examination, etc.

- ❑ Consideration of space (spatial separation from other users by having the examinee wait to be called for gynecological examination in a waiting area that is not specifically used for gynecological examination, such as a shared waiting room, outpatient waiting room, or private room)
- ❑ Consideration of time (separation in time from other users by having the examinee receive examination first or last on the day of examination, providing a slight time gap between users before and after, etc.)

12. Regarding the medical interview, etc. for a gynecological examination, etc., either of the following will apply.

- ❑ The examination method is fixed and cannot be changed on the day, but it can be explained to the examinee at the time of appointment and at the medical interview.
- ❑ There is room for choice regarding the examination method (use or non-use of echo, etc.) and this can be discussed with the doctor in charge on the day of examination.

13. Regarding the place of gynecological examination, either of the following will apply.

- ❑ There is little concern about attracting attention at the time of moving to the gynecological examination area (it is close to other examination rooms, a shared waiting room is nearby, the patient route can be adjusted, etc.)
- ❑ The gynecological examination area is separate from other examination areas and there is a risk of being noticed in the course of moving to this area, but when necessary a guide, etc. will accompany the examinee when moving.

(Consultation)

14. When a stethoscope is to be used on the chest, the following response can be made.

- ❑ It can be explained before the examination whether the stethoscope will be placed over the examination gown, directly onto the chest without removing the gown or, because it is of great importance from the viewpoint of treatment, directly onto the chest after removing the gown.

Points to note

(1) Assumptions regarding appointments

If the examinee wants an individual response, they should conduct an individual consultation with the health screening institution in advance by telephone or email. If no prior consultation has been made, the health screening institution may not be able to respond as indicated. The health screening institution will strictly manage the contents of consultation as private information.

(2) Assumptions regarding medical interview and examination

The doctors and laboratory technicians involved in health checks do not necessarily have any knowledge of the health issues particular to transgender

persons, such as hormone treatment and surgical procedures. Regarding health check results that may be impacted by hormone treatment or surgical procedures, such as blood sample reference values (e.g. Hb, Ht, lipids, uric acid, CK, eGFR, etc.), the examinee should consult their own doctor or specialist doctor and receive their separate comments.

(3) Matters desirable (but not mandatory) for health screening institutions

It is clearly indicated in some way (on website or at reception, waiting room, etc.) that all examinees will be treated impartially and without prejudice regardless of sexuality, such as sexual orientation or sexual identity. In addition, all staff are taught basic knowledge regarding LGBT and that it is their basic duty as healthcare professionals to treat all examinees impartially and without prejudice.