



# BeyondZero

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## A review of communication discourtesy to persons of transgender experiences accessing primary care at Garden Route, Capricorn, Mangaung and Gert Sibande district South Africa

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Track: Community

### INTRODUCTION

A communication discourtesy spectacle against persons of transgender experiences when accessing healthcare in South Africa has been identified in HIV prevention programme implementing districts, including insulting remarks, threats, withholding healthcare services information, making transphobic, religious, engaging in gossip, and spreading rumours.

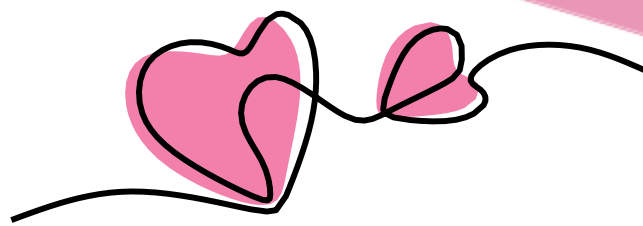
### AIM

The aim of this study was to critically review and describe human rights violations amongst persons with transgender experiences when accessing healthcare and the success of recommendations for addressing this discourtesy.

### BACKGROUND

A communication discourtesy spectacle against persons of transgender experiences when accessing healthcare in South Africa has been identified in HIV prevention programme implementing districts, including insulting remarks, threats, withholding healthcare services information, making transphobic, religious, engaging in gossip, and spreading rumours. Communication discourtesy entails professional and personal aspects. For persons with transgender experiences professional factors involve absence of gender affirmation healthcare, actions of power and negative insolence against gender diverse persons by the clinicians, and personal factors includes factors such as non-observation of identified genders, preferred pronouns, preferred names. In this concern "Unmute me campaign" was established as an implementation wheel to accelerate decline on HIV new infections and to promoting viral load suppression.

UNMUTE ME



### METHODOLOGY

The aim of this study was to critically review and describe human rights violations amongst persons with transgender experiences when accessing healthcare and the success of recommendations for addressing this discourtesy. A critical review of "Unmute me campaign" events was conducted through anecdotal information from clients receiving HIV prevention services as well as lived experiences of programme leader as a person with clinical background.

### RESULTS

Anecdotal interviews during the unmute me event took place to generate data on lived experiences of attendees when accessing healthcare as persons with transgender experiences. It emerged that programme beneficiaries continue to face gross exclusion, marginalisation, and victimisation at the hands of clinicians at primary healthcare facilities in South Africa. The failure to remedy communication discourtesy towards persons with transgender experiences, may further exacerbate HIV acquisition through unprotected sex practices, unuse of Pre-exposure prophylaxis medication and other HIV prevention measures. It also inhibits gender diversity narratives which provides teaching and learning spaces about HIV-gender diversity relationship link.

### CONCLUSION

Regardless of persons gender and preferred sexual orientation, communication discourtesy remains unacceptable as it constitutes human right violation and should be redressed. Professionalisation of gender affirming healthcare will contribute enormously to minimising transgender marginalisation. Professionalisation in this text entails inclusion of gender affirming healthcare into health sciences studies at higher learning institutions. This will enable and accelerate acceptance of diversity, advocacy movement towards policy developments to provide inclusive healthcare services, and re-engineering primary healthcare system to affirmation of identified genders.

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