

ACOLHIMENTO DE TRAVESTIS E TRANSEXUAIS NA ATENÇÃO PRIMÁRIA À SAÚDE: UMA REVISÃO BIBLIOGRÁFICA

ACCOMMODATION OF TRANSVESTIS AND TRANSSEXUALS IN PRIMARY HEALTH CARE: A LITERATURE REVIEW

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ABSTRACT

Objective: to analyze and learn about the reception of Transvestites and Transsexuals in Primary Health Care. **Methods:** This is an exploratory bibliographic research with a qualitative approach, in which a search was carried out from March to June 2020 in a reliable database, in Portuguese, among which Scientific Electronic Library Online Brazil (SciELO), Google Scholar, and the Ministry of Health website can be cited, among other reference periodicals in the area. **Results:** After a detailed analysis of the publications, it was found that 16 publications explored the topic in question, being used for the construction of the research. **Final Considerations:** there is a main method for the reception to be qualified and holistic, which is the training of nurses along with continuing education so that they help change the reality of life for the Trans public in the health field.

Keywords: User Embracement; Transgender Persons; Primary Health Care; Nursing; Patient Care Team.

RESUMO

Objetivo: analisar, conhecer sobre o acolhimento de Travestis e Transexuais na Atenção Primária à Saúde. **Métodos:** trata-se de uma pesquisa bibliográfica de caráter exploratório com abordagem qualitativa, na qual realizou-se uma busca no período de março a junho de 2020 em base de dados confiáveis, em português, dentre os quais Scientific Electronic Library Online Brazil (SciELO), Google Scholar e o site do Ministério da Saúde podem ser citados, dentre outros periódicos de referência na área. **Resultados:** após análise detalhada das publicações, verificou-se 16 publicações exploravam realmente o tema em questão, sendo utilizados para a construção da pesquisa. **Considerações Finais:** há um método principal para que o acolhimento seja qualificado e holístico, que é a capacitação do enfermeiro juntamente com a educação continuada para que ele ajude a mudar a realidade da vida do público Trans no âmbito de saúde.

Palavras-chave: Acolhimento; Pessoas Transgênero; Atenção Primária à Saúde; Enfermagem; Equipe de Assistência ao Paciente.

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INTRODUCTION

Even with the purpose of humanized care, many health teams are not capable to assist certain groups. Lesbian, gay, bisexual, transsexual, transvestite, transgender, queer, intersexual, asexual, and more (LGBTQIA+) people are the ones who most report dissatisfaction with the reception, it is important to highlight the pre-existing stigma in the support of transvestites, transsexual men, and women, for bordering on marginality, resulting from prejudice and social ignorance ⁽¹⁾.

Given the above, there is a need for training nurses even in their graduation to know how to deal with these cases. As an academic, the nursing profession has almost no access to information about gender and sexuality, which results in misconduct at the time of care and dissatisfaction of Trans patients ⁽²⁾.

Changing the body through clandestine plastic surgery and the indiscriminate use of hormones and other medications is one of the causes of illness in these individuals. Since August 2008, with the help of Ordinance n° 457/SAS/MS, the Unified Health System (SUS) offers support to individuals who wish to undergo sex reassignment surgery and hormonal treatment. Even though it is free, the procedure turns out to not be accessible to everyone in this group ⁽³⁾.

Ordinance No. 1820/09 of the Ministry of Health (MS), which provides for the rights and duties of SUS users, ensures the right of transvestites and transsexuals to use their social name throughout the public health network. Decriminalization in the care of this

group is the main complaint they bring, as many professionals do not respect the social name and associate the individual's health with a pre-existing disease ⁽⁴⁾.

The interest in this topic was due to the researcher's perception when performing internships in Basic Health Units (UBS). The low adherence in the search for medical and nursing care by trans women and men was noticed, as well as the ineptitude in the reception of these people by some members of the health team.

In this context, the question is: "are nursing professionals trained to offer quality care to the Trans public?". To answer this question, the objective is, in general, to know about the reception of Transvestites and Transsexuals in Primary Health Care (PHC); and specifically analyze situations that make it possible to help humanize the care of the Trans population in Primary Health Care; assist in the reflection on the concept of gender and body and its importance in promoting humanized and qualified care for the trans public. And identify factors that interfere positively and negatively in the practice of nursing care with the same audience.

METHODS

The present study is an exploratory bibliographic research with a qualitative approach. Bibliographic research, even if exploratory, consists of the assessment of an unknown concrete situation in a particular place, someone or group, and must be based on studies previously carried out by an individual or on similar research that may

complement the intended research. The search for documentary or bibliographic sources becomes essential for not duplicating efforts, not "discovering" ideas already expressed, not including "commonplaces" in the work ⁽⁵⁾.

Qualitative research answers very particular questions. These questions, within the social sciences, are concerned with a level of reality that cannot be quantified. In other words, it works with meanings, aspirations, beliefs, attitudes, and values, equivalent to a deeper space of relationships, processes, and phenomena that cannot be reduced when operating on variables ⁽⁶⁾.

A search was carried out, with a time frame from 1999 to 2020, in a reliable database, in Portuguese, among which: Scientific Electronic Library Online Brazil (SciELO), Google Scholar, and the Ministry of Health website can be cited, among other reference periodicals in the area.

We opted for research whose articles had the keywords: LGBT, Primary Health Care, reception, humanization, and nursing,

combined. Classic and recent textbooks were used within the theme, considering the relevance and informative value of the material.

RESULTS

A total of 45 publications were identified in selected databases according to the descriptors used: reception in primary care, nursing reception of transvestites and transsexuals, reception of transvestites and transsexuals in primary care (AB).

After a detailed analysis of the publications, it was found that only 16 explored the question, being used for the construction of the research. Of these, 43.75% were in the SciELO database and 31.25% in the Academic database, and 25% in other sources.

The selected articles were read in full and analyzed in detail to compose the research sample data, as shown in Table 1 below.

Table 1 – Arrangement of studies used in the integrative review in the period 1999-2020. Caxias - MA, 2020.

No.	Year of Publication	Kind of study	Magazine	Title of Work
1	1999	Qualitative	Public Health Handbook, RJ	the host and work processes in health: the case of Betim, Minas Gerais
two	2002	Qualitative	Ministry of Health book	Primary Care, Balance enter health, services, and technology needs
3	2009	Qualitative	Science and Public Health Magazine	Welcoming in Primary Care: ethical reflections on User Health Care
4	2012	Qualitative	Psychology: Science and	LGBT Health and Population:

			Profession.	Demands and Specificities in Question
5	2013	Descriptive	Ministry of Health Primer	National Humanization Policy Primer - PNH
6	2013	Qualitative	Interactions Magazine	Homophobia, Culture, and Violence: social misinformation
7	2015	Literature review	Health Magazine in Debate	Reception in Primary Health Care: an integrative review
8	2016	Descriptive	Ministry of Health Handbook	National Comprehensive Health Policy for Lesbians, Bisexuals, Transvestites, and Transsexuals
9	2017	Literature review	Sena Aires Scientific Dissemination Magazine	Nursing team actions in the implementation of the lesbians, gays, bisexuals, transvestites and transsexuals – Literature Review.
10	2019	Quantitative	ANTRA Portal	Dossier murders and violence against transvestites and transsexuals in 2019.
11	2019	integrative review	Brazilian Journal of Medicine, Family, and Community	Transsexuals' access to Primary Health Care: an integrative review
12	2019	integrative review	Brazilian Journal of Nursing	Nursing care for the trans population: genders from the perspective of professional practice
13	2019	Literature review	17th FASB Scientific Initiation Congress	LGBT health care in primary care: literature review
14	2020	Qualitative	Virtual Health	How to welcome

No.	Year	Methodology	Library	Abstract
15	2020	Qualitative	Research, Society, and Development	the transsexual population in primary health care? The nurse's perspective on care for the trans person.
16	2020	Qualitative	Web magazine Health collection	The humanization of Brazilian primary health care in the care of transvestites and transsexuals: a narrative review.

Caption: No.: number

Source: Elaborated by the author (2020).

Regarding the year of publication of the analyzed articles, according to Table 02 below, it can be seen that there was a predominance in the year 2019, totaling 25% of the articles published. However, there was

an equivalence between the years 1999, 2002, 2009, 2012, 2015, 2016, and 2017 with 6.2% each, 2013 12.5% of the articles related to the subject of this study were found and in the year 2020 - 18.7% of them.

Table 2 – Disposition of articles according to the year of publication, 1999-2020. Caxias - MA, 2020.

Year of Publication	N	%
1999	1	6.2
2002	1	6.2
2009	1	6.2
2012	1	6.2
2013	2	12.5
2015	1	6.2
2016	1	6.2
2017	1	6.2
2019	4	25
2020	3	18.7
Total	16	100

Caption: N - number; % - percentage.

Source: Elaborated by the author (2020).

All articles researched and analyzed for this study are original works, and according to Table 03 below, according to the methodological approach, 8 studies were found with qualitative analysis, that is, 50% of the articles analyzed, 1 article with

quantitative analysis of the data (6.25%), 2 (12.5%) researched with descriptive analysis, 3 (18.75%) articles were from a bibliographic review and 2 were produced as an integrative review (12.5%).

Table 3 – Articles related to the subject in question according to the methodological approach. Caxias - MA, 2020.

Methodological Approach	N	%
Qualitative	8	50
quantitative	1	6.25
descriptive	two	12.5
Bibliographic Rev.	3	18.75
Integrative Rev.	two	12.5
Total	16	100

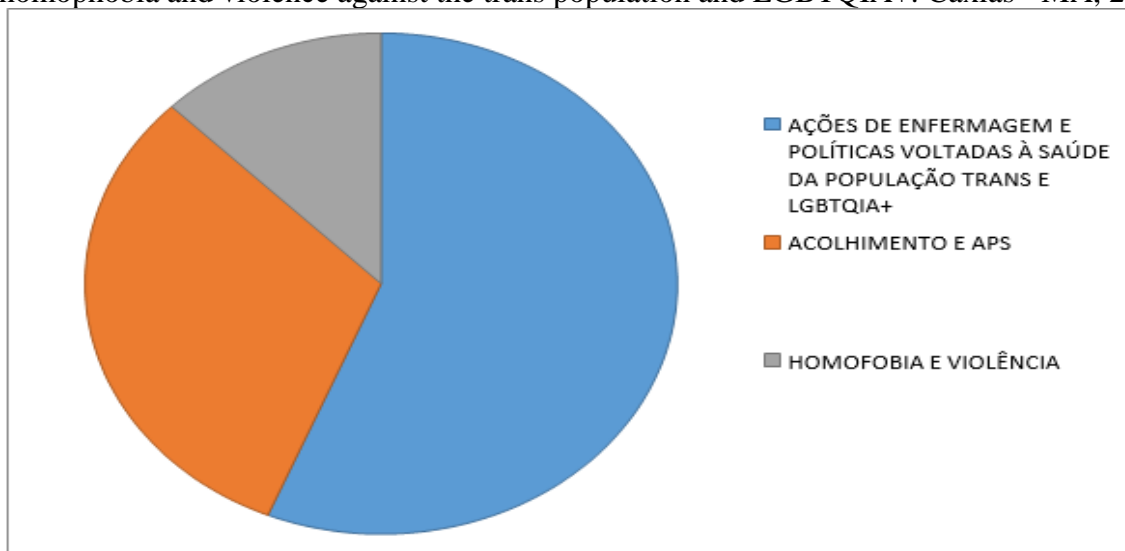
Caption: N - number; % - percentage.

Source: Elaborated by the author (2020).

Figure 2 below relates to nursing actions and public policies aimed at the health of the Trans and LGBTQIA+ population, reception,

and PHC and about homophobia and violence against these populations.

Figure 1 – Nursing actions and policies aimed at health + versus welcoming and PHC versus homophobia and violence against the trans population and LGBTQIA+. Caxias - MA, 2020.



Source: Elaborated by the author (2020).

According to Figure 1, according to the theme of each article, it was noticed that 56.25% of the researched articles addressed nursing actions and health policies aimed at the Trans and LGBTQIA+ population, 31.25% addressed reception and PHC, and 12.5% addressed homophobia and violence

against the LGBTQIA+ population, therefore, it appears that the actions and health policies aimed at these populations are considered important at the same time, before the scientific community of health, and of Basic Care.

DISCUSSION

Concerning the reception in the PHC, the importance of the functioning and implementation of the system is reinforced. The Family Health Team welcomes vulnerable populations and this is where they have health care as a reference or go to UBS's in search of routine diagnoses ⁽⁷⁾. It is in the PHC that both basic and specialized resources are organized and rationalized, aimed at maintaining, preventing, and promoting health ⁽⁸⁾.

Concerning the health of the LGBTQIA+ population, it is understood that there was a great need to create laws to serve this population, as it has specific demands. The National Comprehensive Health Policy for LGBT emerged in December 2011 to offer assistance without harming the orientation or gender identity of the individual, and it is important to emphasize that this group suffers constant types of intolerance in the social environment in which it is inserted ⁽⁹⁾.

Regarding body change through surgeries and hormone therapy, it is noted that, in most cases, transgender women or men need to change their bodies to feel good, which must be taken into account in nursing care, always being aware of the risks that surgical procedures and hormonal supplements can bring to the patient ^(7,10).

As for the training of professional nurses to carry out the reception of the Trans

public, it is observed that, during the academic training of these professionals, knowledge about gender is almost zero. It is also noted that universities still follow a model shaped by heteronormativity and conservatism, even though health embraces individuals according to their individuality ⁽¹⁾.

There is great importance in the use of the social name in care at health units and the handling of typical situations in the life of the LGBTQIA+ population, especially for Trans. It is also highlighted that situations of disrespect for gender make patients leave the consultation depressed and crestfallen. It is understood that the professional nurse must work not only with the reduction of physical damage but mainly with emotional damage ⁽¹⁾. There is a need to build a comfortable environment for this patient, and this can start with a simple question: "How do you want to be called or called?"

FINAL CONSIDERATIONS

Given the specific objectives, it is noted that the questions raised had a clear and cohesive answer. Analyzes of how to help in the reception of the Trans public in PHC were addressed, including the training of professional nurses, the issue of gender and body was also embraced, giving concepts about transsexuality and transvestility in a conclusive manner. Factors that interfere more negatively than positively in the nursing

consultation were demonstrated, addressing how to correct them and how to qualify care.

The study shows that nurses are a direct agent in health promotion and disease prevention. The main purpose of this research is to make them know and sharpen their desire to train and learn more about gender and also to make health professionals from other categories be inspired to produce scientific papers on the topic in question. It is the duty of professionals and future health professionals to have a neutral view of the human being and to look carefully at their personal needs.

It was also noticed that there is a shortage of publications on the issue, which highlights the importance of continuing the study on the subject. Given this, the perception of the need for more research on this audience, it is recommended that future studies cover plural themes no less important, including the assistance of gynecological examination for Trans men and the attention of the urologist to/with the Trans woman. It is important to emphasize that, even in the face of transition, these individuals still have their biological organs and deserve attention just like cisgender people (whose people identify with the sex they were born).

Therefore, it is concluded that there is a main method for the reception to be qualified and holistic. The training of nurses, together with continuing education, helps to change the reality of life for the Trans public

in the field of health. It is also necessary to engage the responsible public bodies in this process, providing technical support and sufficient human resources, to organize and offer educational and training materials.

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