Mitchell Kellaway (he/him/his) is the Training Specialist for Patient Access Services at Massachusetts General Hospital, where he focuses on training admitting and registration workflows in the Epic electronic health record system and on department trainings related to patient access, customer service, and sexual orientation and gender identity. He is also part of the department's quality assurance, policy and procedure, and process improvement work. He co-leads the hospital's Sexual Orientation/Gender Identity workgroup and is involved in the hospital's efforts for improving the care of transgender and nonbinary patients, as highlighted in this <u>video</u> and <u>article</u>. He received his bachelor's degree in Studies of Women, Gender, and Sexuality from Harvard University.