



## Ways to Improve the Equality of Telehealth

### Consider what is causing inequity in your patient's telehealth experience



While the word disability may encompass many different modalities, the barriers and way of life for each patient are also unique. Accommodations for visually impaired, auditory impaired, or those who are wheelchair bound may differ greatly. Be sure to have a thorough understanding of what obstacles your patients face *prior* to the visit to accommodate them appropriately and in a dignified manner.<sup>3</sup>



### Ensure your vendors offer closed captioning or ASL interpretation<sup>1</sup>

Speaking clearly at a slow pace, adequate volume, and ensuring the provider's face is visible can allow the patient to lip read via video call as well.<sup>2</sup>



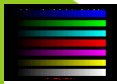
### Collaborate with caregivers and family<sup>2</sup>

Including caregivers and family in the telehealth visit can improve the quality of the telehealth experience, particularly if patients have issues with mobility, fine motor skills, cognition, or attention.



### Consider alternative devices<sup>4</sup>

Many alternatives have been designed to improve the ergonomics of electronic devices for those with disabilities. When appropriate, consider touch screen or voice to text options.



### Look for telehealth software that allows for high-contrast displays.<sup>5</sup>

High-contrast and minimal displays provide an easier viewing option for those who are visually impaired. Additionally, simple displays with minimal buttons reduce distractions for those with cognitive or attention deficits.

For more Telehealth Snippets go to: [www.vrha.org/rhcs Summit/](http://www.vrha.org/rhcs Summit/)

## References

1. Curfmann, A., McSwain, S.D., Chuo, J., Yeager-McSwain, B., Schinasi, D.A., Marcin, J., Herendeen, N., Chung, S.L., Rheuban, K., & Olson, C.A. (2021) Pediatric Telehealth in the COVID-19 Pandemic Era and Beyond. *Pediatrics*. doi: [10.1542/peds.2020-047795](https://doi.org/10.1542/peds.2020-047795)
2. University of Utah. ADA Telehealth Considerations. Retrieved from <https://nrtrc.org/resources/downloads/ConnectingCareTelehealth.png>
3. Health and Human Services. Improving access to telehealth. Retrieved from <https://telehealth.hhs.gov/providers/health-equity-in-telehealth/improving-access-to-telehealth/#telehealth-for-people-with-disabilities>
4. How to Make Telehealth More Accessible to Disable People in Recovery. Retrieved from: <https://telehealth.org/telehealth-more-accessible-to-disabled-people-in-recovery/>
5. Texas Medical Association. Tips to Improve Telehealth Access for Disabled Patients. Retrieved from <https://www.texmed.org/TexasMedicineDetail.aspx?id=57956>