

The Impact of Race, Ethnicity, and Language Barriers on Telehealth Access

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Telehealth Expansion during COVID-19 Pandemic

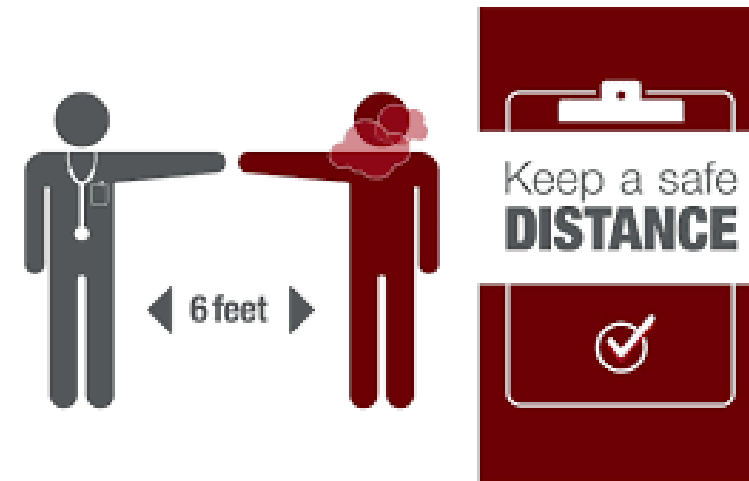
New modes of health care delivery were needed because:

Physical distancing

Drops in provider revenue

Overburdened health care resources

Several policy changes aimed at facilitating telehealth use.



Telehealth Expansion during COVID-19 Pandemic

HIPAA flexibility in the types of technologies providers may use, including:

- Apple FaceTime
- Facebook Messenger
- Zoom
- Google Hangouts
- WhatsApp
- iMessage



Telehealth & Health Inequities during Pandemic

Structural discrimination elevated health and wellbeing risks for minoritized ethnoracial groups and those with limited English proficiency:



Chronic disease management

Morbidity and mortality from coronavirus disease

Economic hardship

Some studies suggest rapid expansion of telehealth exacerbated inequities.

Methods

Dataset: Wave 64 of the American Trends Panel Survey from Pew Research Center, fielded March 19-24, 2020 (N = 10,624)

Outcome measure:

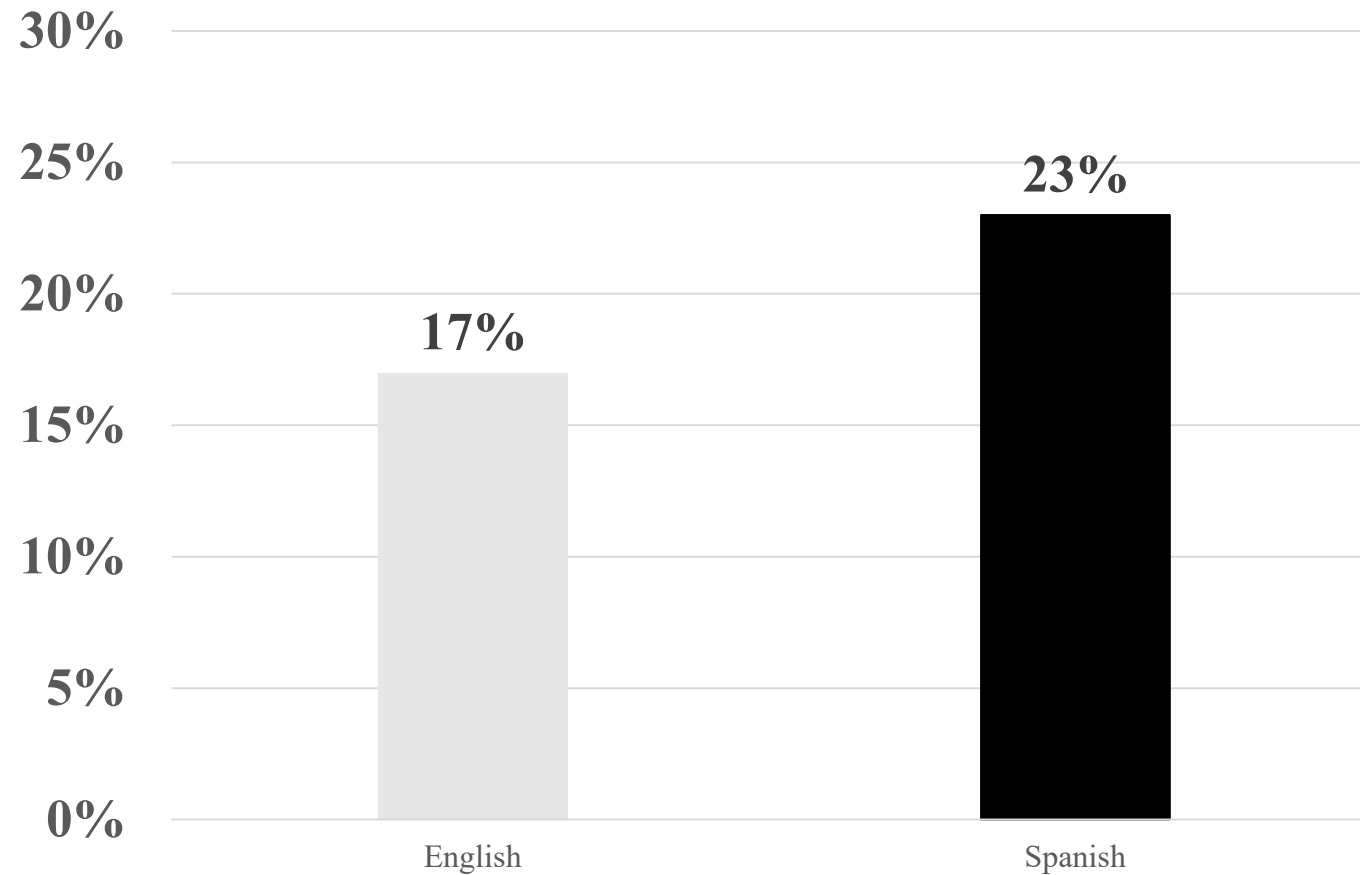
Whether or not respondents “used the internet or e-mail to connect with doctors or other medical professionals as a result of the coronavirus outbreak.”

Key predictors:

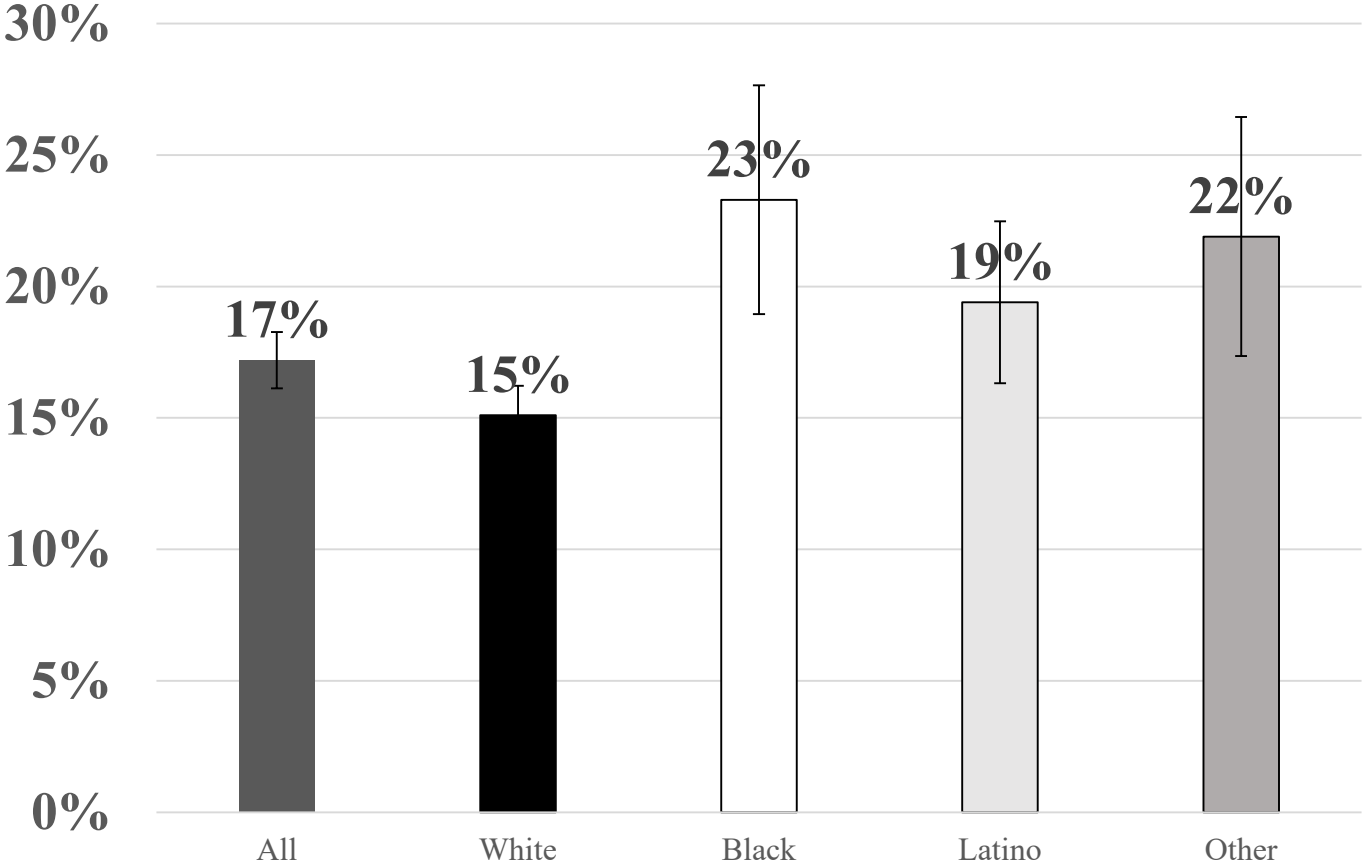
Race and ethnicity (White, Black, Latino, Other)

Language preference (English, Spanish)

Key Findings



Key Findings



Methods

Datasets: 2017 and 2020 iterations of Health Information National Trends Survey (N = 6,373), which were mail-in surveys

2017 fielded January to May 2017

2020 fielded February to June 2020

Outcome measure:

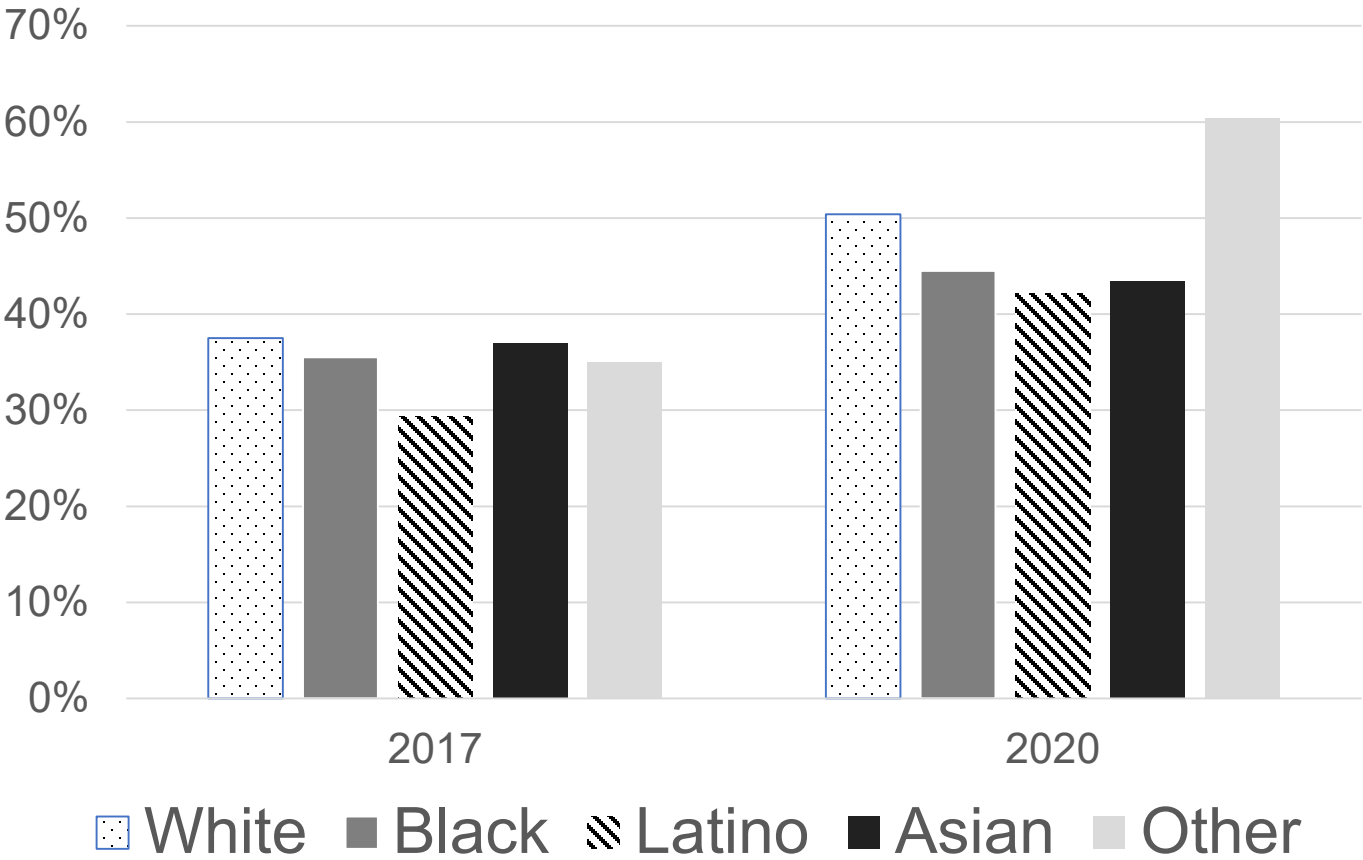
Whether or not respondents “Used e-mail or the Internet to communicate with a doctor or a doctor’s office.”

Key predictors:

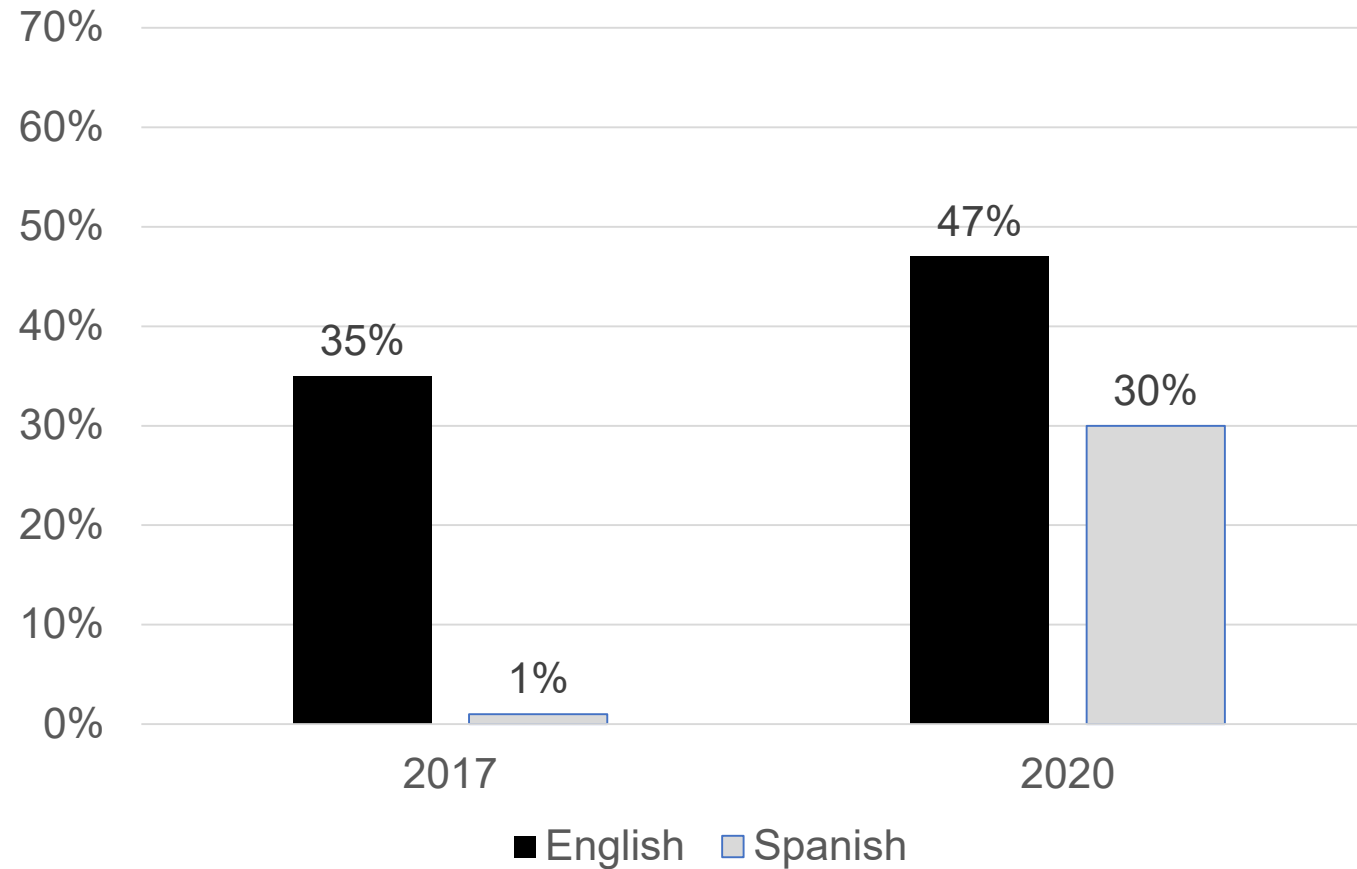
Race and ethnicity (White, Black, Latino, Asian, Other)

Language preference (English, Spanish)

Key Findings



Key Findings



Methods

Datasets: National online survey of 13 to 17 year-olds through AmeriSpeak's Teen Panel (N = 540), fielded March to May 2021

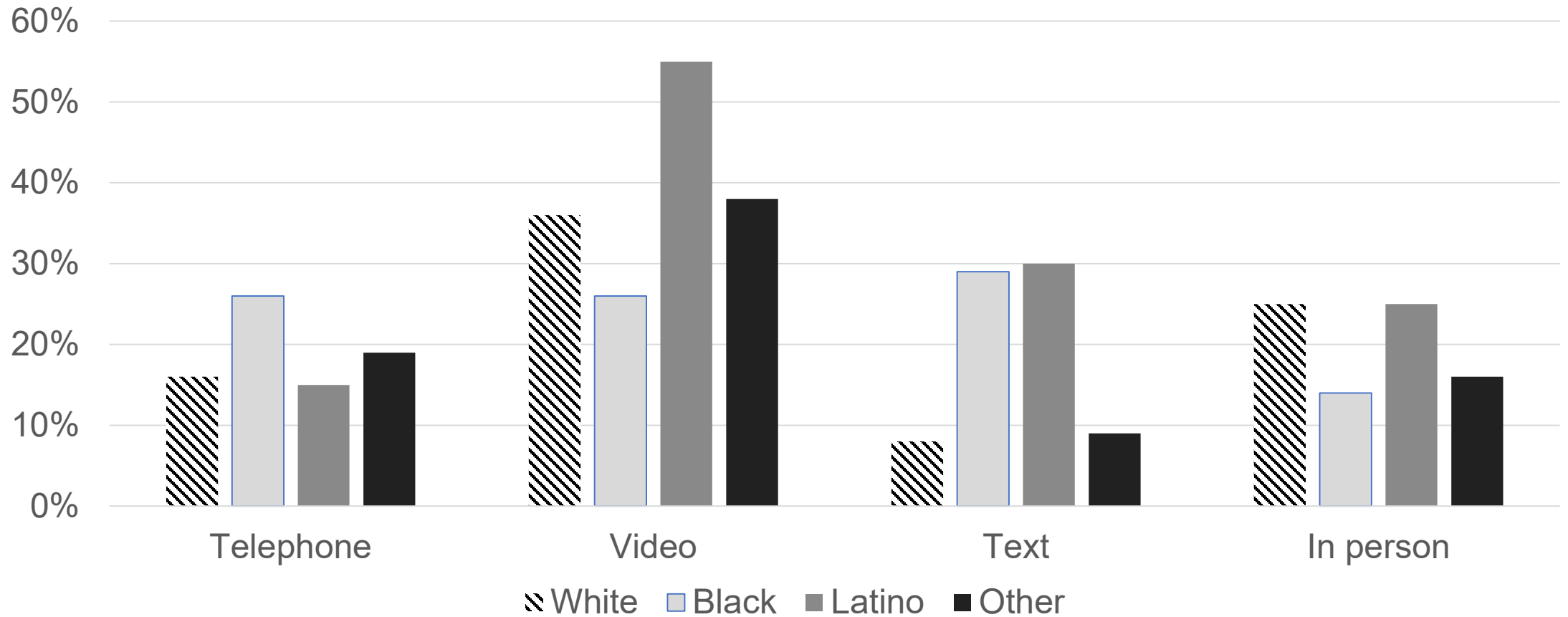
Outcome measure:

Whether or not respondents spoke with a mental health professional via different modalities (telephone, video chat, text-based chat, in person)

Key predictors:

Race and ethnicity (White, Black, Latino, Other)

Key Findings



Policy Implications

Support access to and use of the internet.

Provide support for HIPAA-compliant text-based communication.

Adopt payment reforms that encourage use of a range of telehealth by providers.