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Roundtable on Health Literacy
Providing Health Literate Virtual Health Services
Additional Q&A and Resources

During the workshop, our audience members submitted many questions to the Zoom Q&A. Though our moderators were unfortunately not able to get to each question, our invited panelists have chosen to respond to a few additional questions. Please see below for the panelists' answers to additional audience questions, and to find additional resources that they have shared.

Please note that the statements, recommendations, and opinions expressed are those of individual presenters and attendees, and are not necessarily endorsed or verified by the National Academies; they should not be construed as reflecting any group consensus.

Q: What about cyber security, how is that arranged?

> **A:** Our BlueJeans platform is encrypted and HIPAA compliant –*Marina Serper*

Q: Have you seen an uptake in registration and meaningful use of the patient portal as a result of the pandemic as well?
> **A:** Yes, portal use increased from less than 70% to well over 90% –*Marina Serper*

Q: How do you address patients with limited access to technology? Do you supply devices for select groups?

> **A:** We found that leveraging patient's phone was easiest. A noted limitation is patients who don't have smart phones. We try to engage caregivers in that setting. However, you are absolutely correct that many visit were conducted via telephone, which may limit visit quality. –*Marina Serper*

Q: Do any organizations offer an interpreter for people with low health literacy? In other words...someone who could help explain information in plain language? I have been doing this for my parents, but I have often wondered if someone is available for patients who don't have family or a support person.

> **A:** Covered entities have responsibility of providing effective communication with some exceptions. Long-Term Services and Supports (LTSS) consulting and other types of information and referral can be down through Aging and Disability Resource Centers (https://acl.gov/programs/aging-and-disability-networks/aging-and-disability-resource-centers) and Centers for Independent Living respectively (https://acl.gov/programs/aging-and-disability-networks/centers-independent-living).
> –*Lisa Bothwell*

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Q: Many patients dont know they are affected by poor health literacy. How can we involve them in measuring and addressing it, how to better advocate for themselves?

> **A:** Offering patient navigators, community health workers, and/or patient coordinators is a way to help bridge the patient and provider relationship. They can help the patient advocate for themselves and advocate on behalf of the patient.
>
> Resources for patients:
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> https://www.telehealth.hhs.gov/patients/
> https://www.cms.gov/About-CMS/Agency-Information/OMH/equity-initiatives/c2c/consumer-resources
>
> Article:
>
> https://telehealthresourcecenter.org/resources/success-stories/hennepin-healthcare-focuses-on-serving-most-vulnerable-patients/
>
> Video:
> http://heartlandtrc.org/applying-health-literacy-telehealthh/
> *–Whitney Wiggins*

Q: What needs to be done for training professionals to be telehealth friendly? (diamos@zahav.net.il) are there resources for providers about techniques improving the virtual assessment?

> **A:** Resources
>
> Video:
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> http://heartlandtrc.org/applying-health-literacy-telehealthh/
>
> Best Practices for conducting telehealth visit (telehealth Etiquette):
> https://www.matrc.org/matrc-telehealth-resources-for-covid-19/#BEST%20PRACTICES%20FOR%20CONDUCTING%20A%20TELEHEALTH%20VISIT
> *–Whitney Wiggins*

Q: It appears there is a gap in service if health systems are setting up previsit screenings where they verify video/audit works and in cases for inital visits a nurse will take in the initial info prior to the provider (MD, NP, CNP, PA, etc.) beginning the visit; however there seems to be no AFTER CALL where the nurse can evaluate if the patient understood the visit, plan of care and instructions including follow up.

> **A:** This is a short Video that addresses this: http://heartlandtrc.org/applying-health-literacy-telehealthh/
> *–Whitney Wiggins*

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ADDITIONAL RESOURCES SHARED IN THE CHAT

On the topic of After Visit Summaries, people may be interested in NASEM's workshop summary: Facilitating Patient Understanding of Discharge Instructions https://www.nap.edu/download/18834

> *- Cindy Brach (attendee)*

Dr. Pam DeGuzman, a professor and researcher at University of Virginia, is researching the use of libraries as a hub for telehealth services - https://www.nbc29.com/2020/10/04/libraries-could-be-next-hub-telehealth-services/

> *-Lolita Jones (attendee)*

Aging and Disability Networks: https://eldercare.acl.gov/

> *-Lisa Bothwell*

Please join the 1st Global Health Literacy Summit - Oct. 3-5, 2021.   http://www.ihlasummit2021.org/

> *-Diane Levin (attendee)*

Boston University has identified the following HEALTH LITERACY DOMAINS:

> Application/function
> Appraisal
> Communication: Listener
> Communication: Speaker
> Comprehension
> Conceptual Knowledge
> Information seeking: Document
> Information seeking: Interactive media navigation
> Media literacy
> Numeracy
> Prose: Comprehension
> Prose: Pronunciation
> (Source: https://healthliteracy.bu.edu/all);

> *-Lolita Jones (attendee)*