



Bridging the Digital Divide: Best Practice Toolkit

Delivered April 26th, 2022

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Objectives of the Toolkit

- Understand how broadband internet access is defined as a social determinant of health, an issue that was brought to the forefront by the COVID-19 pandemic
- Learn how to identify patients who are affected by the Digital Divide
- Find out about free and discounted resources for device and broadband internet distribution throughout the LA County region and state of California
- Discover how some health centers assist patients who do not have access to devices or broadband internet utilize the Patient Portal, RPM, and telehealth services

The toolkit includes tools that were developed by our team and other reputable organizations who are experts in addressing the digital divide. Each organization was cited appropriately, and all documents have been provided to CCALAC in a compressed folder.

State of the Digital Divide in Los Angeles County



- The COVID-19 pandemic has highlighted and intensified the digital divide that exists between those that have access to broadband and technology and those that do not.
- For a large and diverse region like Los Angeles County that represents urban, suburban, and rural areas, ensuring reliable and equitable access to broadband has been tremendously challenging for providers and municipalities alike.¹
- According to the American Community Survey Data for LA County, approximately 283,000 households do not have internet access, most often in communities of color with high unemployment rates. For those looking to access virtual employment opportunities, or with children needing to attend school virtually, this puts them at a further disadvantage.^{2,3}
- A survey by the Los Angeles Times and the California Department of Education found that 97% of households in high-income areas had internet access and 87% had a computer at home; while only 65% of low-income areas had internet access and 51% had a computer at home.⁴

State of the Digital Divide in Los Angeles County



- In August 2021, the LA County Board of Supervisors approved investing up to \$500,000 in American Rescue Plan (ARP) funds towards the creation of a block-by-block financial analysis for expanding affordable and reliable internet services to communities that have been disproportionately impacted by the Digital Divide.¹
- County departments are already implementing Digital Divide initiatives in response to various Board Motions, including “Empowerment Program to Address the Digital Divide in Underserved Communities” dated October 27, 2020, and “Establishing pathways to equitable access to high-speed internet and bridging the Digital Divide” dated October 13, 2020.²
 - The County is also moving to adopt a centralized strategy and include regional partners in addition to County departments, such as cities, private sector innovators, academia, and community-based organizations.
- Initiatives to address the Digital Divide are focusing on accessibility, providing digital devices, and empowering with digital literacy.³



Section 1

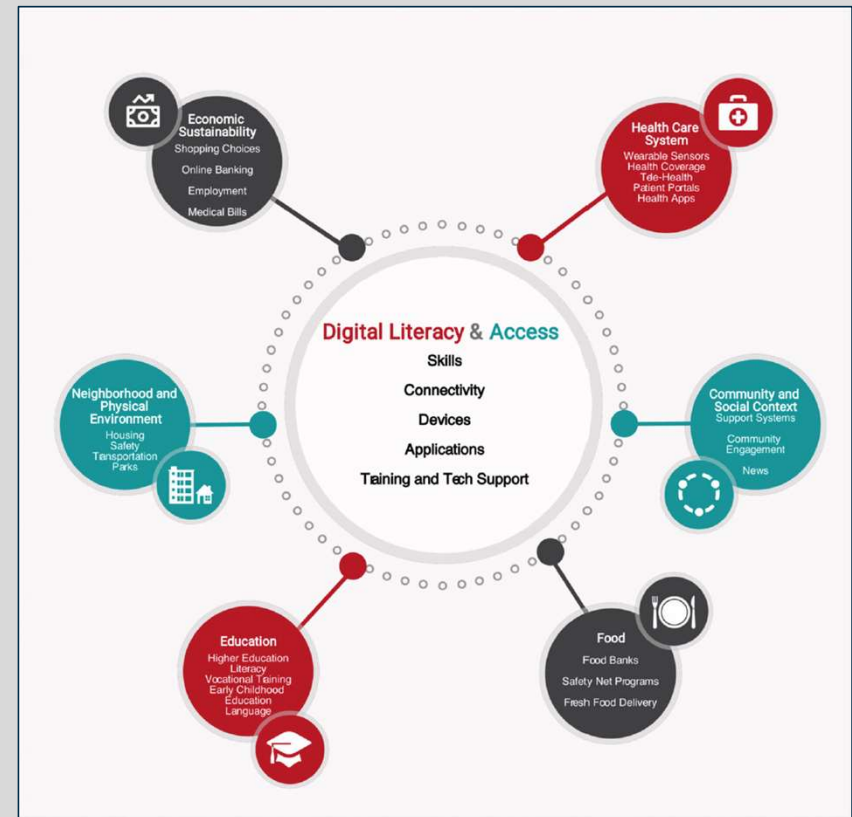
Bridging the Digital Divide (BTDD): Newest Social Determinant of Health (SDoH)



Bridging the Digital Divide (BTDD): Newest Social Determinant of Health (SDoH)

- [Article: Digital Inclusion as a Social Determinant of Health](#) (Published March 2021)
- Digital literacies and Internet connectivity have been called the “super social determinants of health” because they address all other social determinants of health (SDOH), as shown in Fig. 1 to the right.
- *Digital inclusion* refers to the activities necessary to ensure equitable access to and use of information and communication technologies, including affordable broadband Internet service, Internet-enabled devices, access to digital literacy training, quality technical support, and applications and online content designed to enable and encourage self-sufficiency, participation, and collaboration.
- Resource Link: [Click here](#)

High-Tech Technology & Broadband Internet Access as the Latest Social Determinant of Health (SDoH)



Bridging the Digital Divide (BTDD): Newest Social Determinant of Health (SDoH)

- [Article](#): Digital Disenfranchisement and COVID-19: Broadband Internet Access as a Social Determinant of Health
- The COVID-19 pandemic has increased our societal dependence on the internet and widened the digital divide.
- Approximately one quarter (25%) of American adults do not have access to broadband internet.
- Access to broadband internet has become a basic need, linking people to vital resources such as jobs, education, health care, food, and information.
- Highlights key points for why advocating for the expansion of affordable and accessible internet for all should be a priority issue for public health.
- Resource Link: [Click here](#)

High-Tech Technology & Broadband Internet Access as the Latest Social Determinant of Health (SDoH)

Quarter of Americans Have No Internet

Percentage of U.S. adults who have a home broadband connection

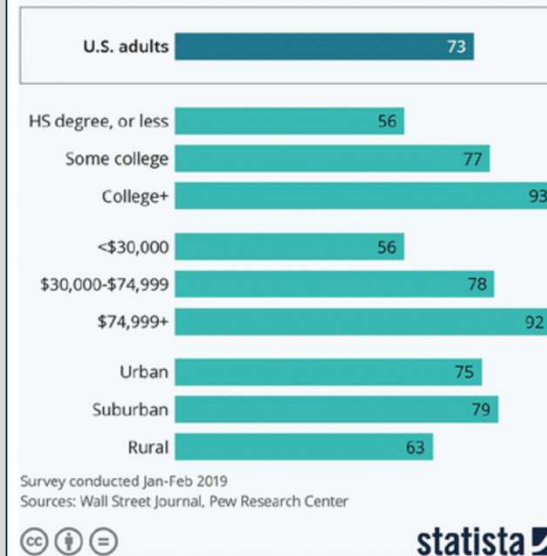


Figure 1 Percentage of U.S. Adults Who Have a Home Broadband Connection

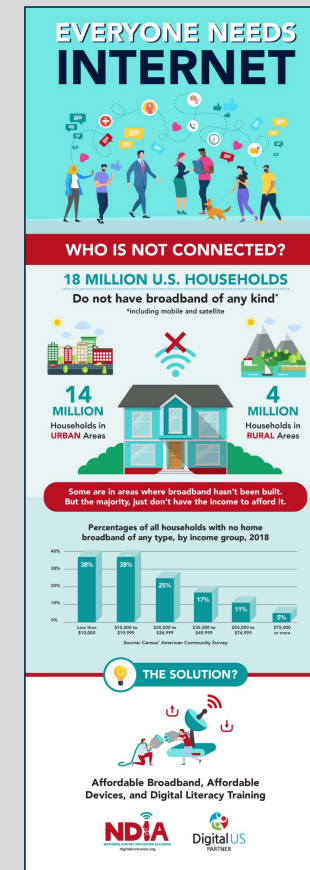
Source. Graph courtesy of Statista: <https://www.statista.com/chart/21454/broadband-connection-in-america/>

Bridging the Digital Divide (BTDD): Newest Social Determinant of Health (SDoH)

- **Resource:** **National Digital Inclusion Alliance** - Advances digital equity by supporting community programs and equipping policymakers to act
- Provides an overview of digital inclusion definitions:
 1. Digital inclusion, digital equity, digital divide, digital literacy, broadband adoption, digital navigators, digital redlining, and broadband equity
- Resource Link:
<https://www.digitalinclusion.org/definitions/>



High-Tech Technology & Broadband Internet Access as the Latest Social Determinant of Health (SDoH)



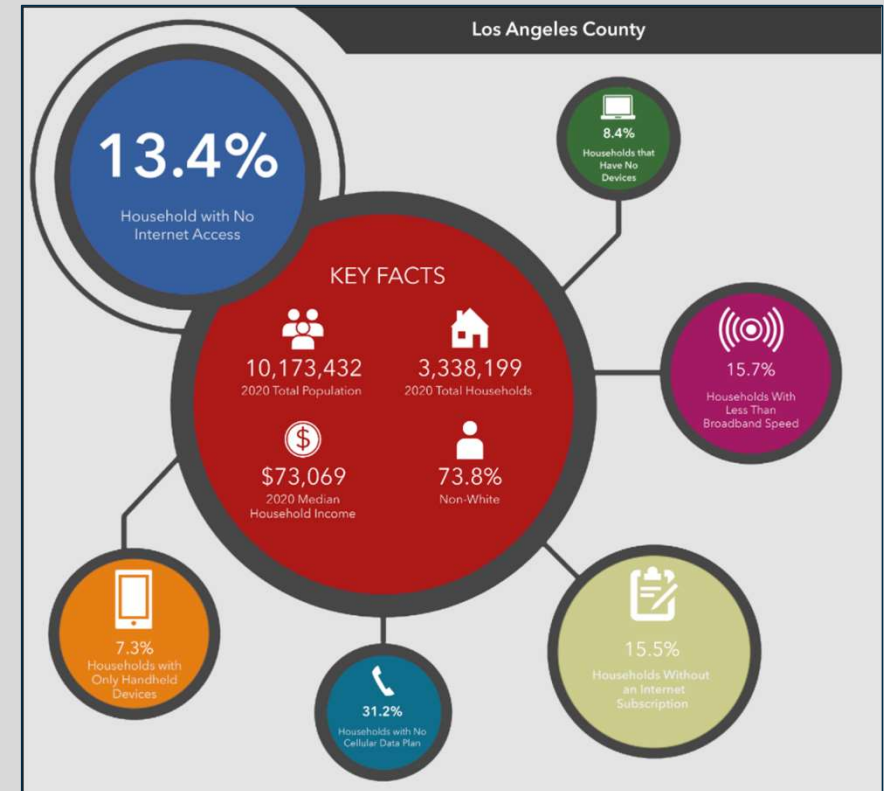
Bridging the Digital Divide (BTDD): Newest Social Determinant of Health (SDoH)

Resource: Prioritized Neighborhoods in L.A. County

1 st District	2 nd District	3 rd District	4 th District	5 th District
<ul style="list-style-type: none"> East Los Angeles Boyle Heights/Lincoln Park Huntington Park El Monte/South El Monte Bassett/West Puente Hills/Unincorporated La Puente 	<ul style="list-style-type: none"> Compton Lynwood Willowbrook Florence-Firestone Lennox 	<ul style="list-style-type: none"> City of San Fernando Pacoima Panorama City (with a small eastern portion of North Hills) East Hollywood High-need areas of Hollywood 	<ul style="list-style-type: none"> Hawaiian Gardens Paramount Downtown Long Beach Bellflower South Whittier Norwalk 	<ul style="list-style-type: none"> Lancaster Lake Los Angeles High-need areas of Glendale High-need areas of Pasadena Duarte

- These target communities have a high rate of need. On average:
 - 12% of households in these target communities do not have access to the internet (vs 8% in all of LA County)
 - 23% of households in these target communities do not have broadband access (vs 16% in all of LA County)
 - 11% of households in these target communities only have handheld devices (vs 7% in all of LA County)
- Resource Link: [Click here](#)

Populations Most Affected by the Digital Divide



Bridging the Digital Divide (BTDD): Newest Social Determinant of Health (SDoH)

- [Article](#): How Health Systems Can Help Address Language Barriers to Achieve Digital Health Equity
- Discusses five guiding principles that can be followed as health systems continue to improve access to virtual care:
 1. Establish digital health equity as a strategic priority
 2. Invest in innovative multilingual digital health technology
 3. Allocate resources for multilingual digital health support
 4. Integrate equity into data analytics
 5. Incorporate multilingual patient experiences into user-centered design decisions
- Developed by: **Children's Hospital of Philadelphia Policy Lab**
- Resource Link: [Click here](#)

Populations Most Affected by the Digital Divide

How Health Systems Can Help Address Language Barriers to Achieve Digital Health Equity

 HEALTH EQUITY

DATE POSTED: May 21, 2021



The parents of a 7-year-old girl call their clinic with concerns about the health of their daughter. A telehealth visit is scheduled. On the day of the appointment, her parents, who speak and read a language other than English, are unable to navigate the patient portal account to join the virtual visit. She subsequently misses the appointment and experiences months with declining health and school performance that could have been avoided with early diagnosis and treatment.

Telemedicine provides **incredible opportunities** for patient access and engagement that could mitigate limitations often experienced by vulnerable families. However, like we see in the case above, those benefits may not be enjoyed equally by all.

Bridging the Digital Divide (BTDD): Newest Social Determinant of Health (SDoH)

- Resource: **Everyone On** - Network of partners that serves under-resourced people across the country every day.
- While searching online for local low cost/free internet and digital device resources, many will provide specific populations that may be eligible for available resources.
- You enter a zip code, and it will prompt you to answer if any of the menu options apply to your household.
- Clicking each menu option will immediately list available internet, device, and digital literacy training locations.
- Resource Link: <https://www.everyoneon.org/find-offers>

Populations Most Affected by the Digital Divide

STEP 2: DO ANY OF THESE APPLY TO YOUR HOUSEHOLD?

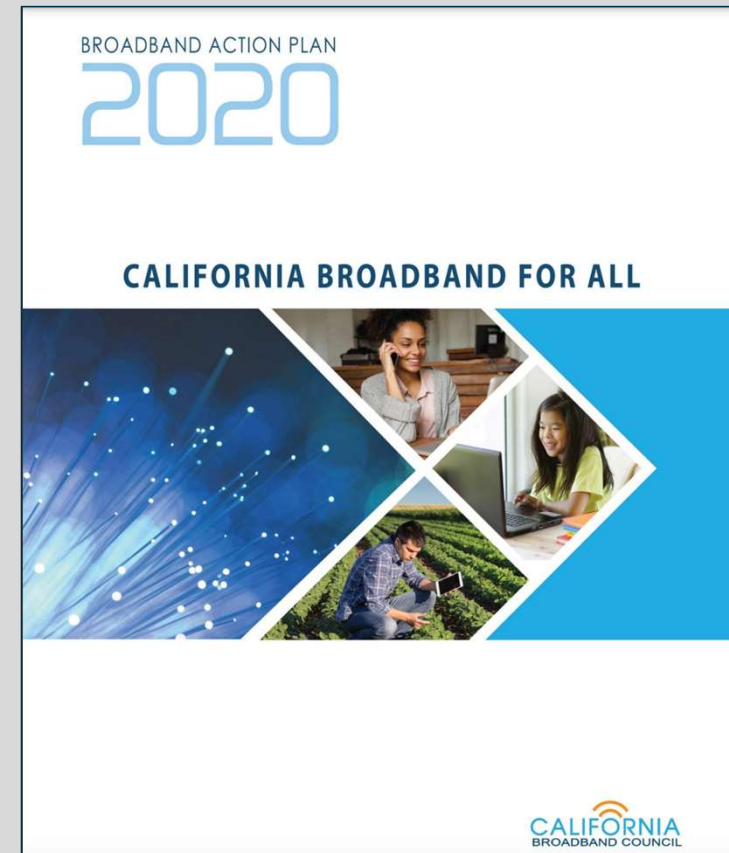
Check all that apply, then scroll down to view offers.

- Low-income (household of four: at or below \$49,000 annual income)
- Live in public housing
- Have a K-12 student or college student in your household
- Participate in the National School Lunch Program (free or reduced lunch at school)
- Participate in Supplemental Nutrition Assistance Program (food stamps or CalFresh)
- Participate in Temporary Assistance for Needy Families Program - TANF (or CalWorks)
- Participate in Supplemental Security Income (SSI)
- Participate in Medicaid or Medi-Cal
- Participate in Women, Infants, and Children (WIC)
- Participate in Head Start
- Participate in Low Income Home Energy Assistance Program (LIHEAP)
- Participate in Veterans Pension and Survivor Benefits
- Participate in Community Eligibility Provision (CEP)
- Bureau of Indian Affairs

Bridging the Digital Divide (BTDD): Newest Social Determinant of Health (SDoH)

- **Resource: California Broadband for All 2020 Action Plan**
 - Prepared in response to Governor Gavin Newsom's executive order N-73-20
 - Reflects the state's belief that broadband is essential to economic and workforce development, public safety, education, and an engaged public
- This Action Plan focuses on achieving three long-term goals:
 1. All Californians have high-performance broadband available at home, schools, libraries, and businesses
 2. All Californians have access to affordable broadband and necessary devices
 3. All Californians can access training and support to enable digital inclusion
- Key identified organization for this work: **California Public Utilities Commission**
- Developed by the **California Broadband Council**
- Resource Link: [Click here](#)

Call To Action



Bridging the Digital Divide (BTDD): Newest Social Determinant of Health (SDoH)

- **Resource:** Executive Department State of California Executive Order N-73-20
- Governor Newsom's executive order directs CA agencies to pursue a minimum broadband speed goal of 100 megabits per second download speed to guide infrastructure and program implementation to benefit all Californians
- Directs the California Public Utilities Commission (CPUC) to lead data aggregation and mapping efforts in collaboration with the California State Transportation Agency (CalSTA) and other relevant state agencies, local and tribal governments, and regional consortia
- Resource Link: [Click here](#)

Call To Action

EXECUTIVE DEPARTMENT
STATE OF CALIFORNIA

EXECUTIVE ORDER N-73-20

WHEREAS deploying affordable and reliable broadband networks throughout California will accelerate continuous improvements in economic and workforce development, infrastructure, public safety, education, economy, and an engaged citizenry; and

WHEREAS broadband access, adoption, and training are essential components of digital equity for California's diverse populations; and

WHEREAS over 2,000,000 Californians do not have access to high-speed broadband service of benchmark speeds of 100 megabits per second download, including 50 percent of rural housing units; and

WHEREAS as of December 2018, 23 percent of California housing units, housing 8.4 million residents, do not have broadband subscriptions; and

WHEREAS despite the increasing importance of broadband for employment, health, public safety information and community connections, 34 percent of adults 60 and over do not currently use the Internet; and

WHEREAS the COVID-19 pandemic has amplified the extent to which broadband is essential for public safety, public health, and economic resilience; and

WHEREAS the COVID-19 pandemic has caused schools to shift to distance learning; and

WHEREAS telehealth greatly expands the ability of Californians to access medical, behavioral and oral health services, and has been prioritized across health systems during the COVID-19 pandemic, yet not all Californians have access to sufficient broadband to allow live video connections; and

WHEREAS effective emergency services require using broadband infrastructure to integrate data in real time from all available sources so decision makers at the local, regional, and statewide level have access to the information necessary for the protection of lives and property; and

WHEREAS local and tribal governments play a critical role in understanding the broadband needs of their communities and in infrastructure planning and permitting.

NOW, THEREFORE, I, GAVIN NEWSOM, Governor of the State of California, in accordance with the power and authority vested in me by the Constitution and statutes of the State of California, do hereby issue this Order to become effective immediately.



Section 2

Bridging the Digital Divide (BTDD): Equipment and Services Assessment



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Assessment: Assessing Virtual Care Readiness
- This assessment provides an overview and some tips for assessing a patient's ability to engage with technology for virtual care, and interventions that can be used to bridge gaps that are uncovered.
 - Focuses on a patient's access to the internet, access to a device, user skills, and willingness to utilize virtual care
 - Also provides technology troubleshooting tips
- Developed by **Health Information Technology, Evaluation and Quality Center (HITEQ)**
- Resource Link: [Click here](#)

For Clinics: BTDD Assessments

Patients need these four things for virtual care:



Access to Internet

Patients need access to the internet through broadband internet or cellular data. This may be in the home or through other available means (such as public wifi).



Access to Device

Patients need access to a device capable of audio/ visual exchange or other information exchange. This may be smartphone, tablet, or computer likely with a webcam.



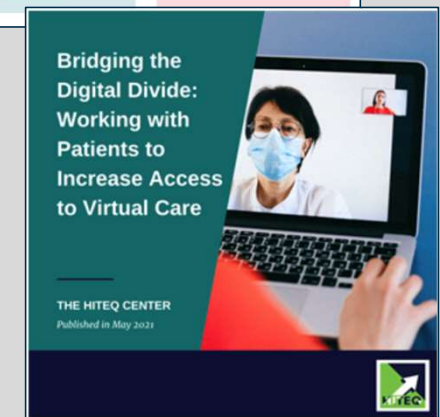
User Skills

Patients need have knowledge of how to use the device and data access that they have available to them. This includes how to connect to a network, open a message, enter or open a URL, and so on.



Willingness

Patients need to be willing to give virtual care a try, and navigate the challenges that are likely to arise and take the steps that are needed to have success.



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Assessment: Supporting Tenants During COVID-19 Using Technology Based Strategies
- This assessment focuses on tenants, but you can easily enter “patients” in place of tenants in the questions
- Provides steps on how to address technology needs and their proposed technology strategies
- Developed by **Corporation for Supportive Housing (CSH)**
- Resource Link: [Click here](#)

For Clinics: BTDD Assessments

Supporting Tenants During COVID-19 Using Technology Based Strategies

Tips for Using Technology to Support Tenants in Supportive Housing



Due to COVID-19, stay in place and social distancing protocols, supportive housing providers have been utilizing technology to stay connected and support tenants during this difficult time. In the context of remaining socially distant and preventing greater spread of COVID-19, supportive housing providers can use telephone, smart phone or other technology options to give the best possible support to their tenants. Technology can be used as a complement to face-to-face services, and also as a service on its own. Technology options can be especially useful for people with depression or suffering from distress, and when there are difficulties in physically meeting with tenants. The most important feature of any communication is the quality of the relationship between the tenant and the case manager. Tenant choice and public health concerns for staff and tenants need to be balanced as the world adapts to COVID-19.

Addressing Technology Needs for Tenants:

STEP 1 ASSESS ACCESS, NEED AND COMFORT USING TECHNOLOGY

- For each tenant, understand:
- What technology does the tenant have already?
 - Does the tenant have WIFI Access?
 - What is their data plan?
 - What makes the most sense, given their budget, needs and the agency's ability to support?
 - How does the tenant use the technology they have?

Tenant choice should remain a primary driver of how services are delivered. What is the tenant's comfort level and preferences among the following options?

- Communicating over the phone
- Texting
- Email
- Using video conferencing / video calls
- Using the internet for online applications, accessing information, ordering supplies and groceries
- Using social media to stay connected to loved ones and support networks

STEP 2 GET CLIENTS AND TENANTS CONNECTED

Based on your assessment of the above variables for your tenants, develop strategies to put technology solutions in the hands of your tenants. For instance:

If the tenant does not have a cell phone...

- Get them one!** See if you can purchase a phone through your funding streams or access cell phone donation services. The [Federal Communications Commission's program](#) may benefit your tenants.
- Match the phone to the tenant's comfort level.** While smartphones will provide more options for service delivery, they may be a barrier for some tenants in terms of their comfort and experience with using them. If cost is the barrier, your agency should consider ways to address that. Be sure to involve your tenant in the decision about what phone would work best for them.

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Assessment: Essential Digital Skills Framework
- This framework provides sample digital skills assessment categories and corresponding questions to assist adults in improving their essential digital skills.
- Defines the skills needed to safely benefit from, participate in, and contribute to the digital world of today and the future.
- Developed by **UK Government**
- Resource Link: [Click here](#)

For Clinics: BTDD Assessments

Digital Foundation Skills - Adults will need to have the following foundation skills which underpin all essential digital skills

Digital Foundation Skills	Examples
I can turn on a device	Turn on the device and enter any account information as required
I can use the available controls on my device	Use a mouse and keyboard on a computer, use a touch screen on a smart phone or tablet
I can make use of accessibility tools on my device to make it easier to use	Use settings menus to change device display to make content easier to read
I can interact with the home screen on my device	Find applications by choosing the correct icons on the home screen
I understand that the internet allows me to access information and content and that I can connect to it through Wi-Fi	Connect a device to the internet using the Wi-Fi settings, and insert the password when required
I can connect my device to a safe and secure Wi-Fi network	Locate the browser icon on a device and find a website
I can connect to the internet and open a browser to find and use websites	Keep login information for a device and any websites secure, not shared with anyone or written down and left prominently near my device
I know that my passwords and personal information need to be kept safely as they have value to others	
I can update and change my password when prompted to do so	

Navigation icons: left arrow, home icon, right arrow

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Assessment: San Francisco Digital Equity Intake Assessment Form
- This assessment provides sample digital divide questions that can give your staff an understanding of your patient's technology needs
- Developed by **City and County of San Francisco Digital Equity Initiative**
- Resource Link: [Click here](#)

For Clinics: BTDD Assessments

How confident do you feel about doing the following tasks without any help?

9. **Send an email ***

Mark only one oval.

1 2 3 4 5 6 7

Not at all confident Very confident

10. **Look for information online (using a search engine) ***

Mark only one oval.

1 2 3 4 5 6 7

Not at all confident Very confident

11. **Complete an online form ***

Mark only one oval.

1 2 3 4 5 6 7

Not at all confident Very confident

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Assessment: Digital Navigators Intake Form and Digital Navigators Skills Assessment
- The intake form allows you to collect general information about your patient's needs
- The assessment form allows you to get a general idea of your patient's comfort with technology
- Developed by **National Digital Inclusion Alliance**
- Resource Link: [Click here](#) for the Intake Form and [Click here](#) for the Skills Assessment

For Clinics: BTDD Assessments

DIGITAL NAVIGATORS

Intake Form

Use this form to collect general information about your community member's needs

***Required**

Name of Community Member *

Your answer

Community Member Contact (phone/email) *

Your answer

Preferred Language

Your answer

What Kind of Device Are You Using? *

Smartphone

Tablet

Laptop/Desktop

I don't have a device

Other:

Please describe if "Other"

Your answer

Type of Issue *

Device Hardware (e.g. I need help turning on my smartphone)

Home Connectivity (e.g. I need help finding an Internet Service Provider)

Digital Skills (e.g. I need to get into my email)

Research (e.g. I need help finding information about my neighborhood)

Other:

This project was made possible in part by the [generosity of Mission and I Study Services grant number LC-245566-01-010](#)

DIGITAL NAVIGATORS

Skills Assessment

The purpose of this form is to get a general idea of your community member's comfort with technology.

*** Required**

Community Member Name *

Your answer

Community Member Contact (phone/email) *

Your answer

How frequently do you check your email?

Several times a day

Once a day

A couple times a week

Can't remember

I don't have an email address

How often do you use social media such as Facebook and Twitter?

Several times a day

Once a day

A couple times a week

Can't remember

I don't use social media

I feel confident using the Internet

This project was made possible in part by the [generosity of Mission and I Study Services grant number LC-245566-01-010](#)




Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Assessment: Northstar Digital Literacy Tests
- This website provides different online assessments that can be provided to patients to test their digital literacy skills
- Developed by **Northstar Digital Literacy**
- Resource Link: [Click here](#)

For Clinics: BTDD Assessments

Northstar Digital Literacy tests your computer skills. You can build skills in key areas, and demonstrate your knowledge by earning certificates and badges. Prepare for your future now!

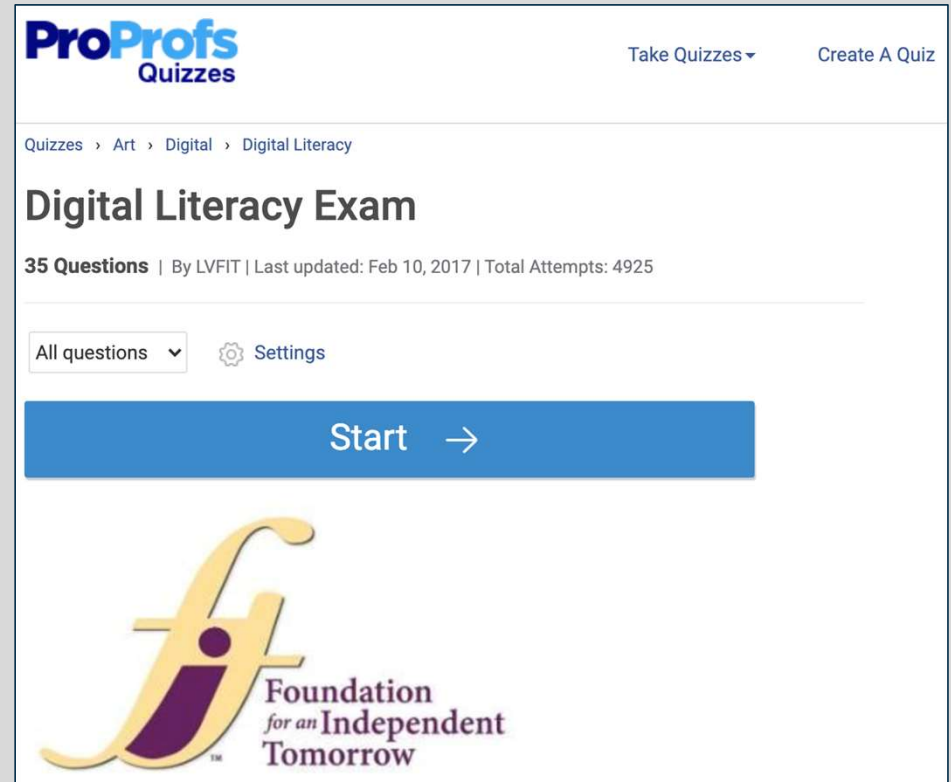
Northstar is a program of Literacy Minnesota

INDIVIDUALS	ORGANIZATIONS	
 Test Your Digital Literacy Complete any of the online modules to see what you know. TAKE AN ASSESSMENT	 Build Your Skills Grow your understanding of digital literacy topics. SEE MORE	 Become a Northstar Location Use Northstar tools to increase digital literacy. LEARN MORE

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Assessment: Foundation for an Independent Tomorrow Digital Literacy and Computer Skills Quiz
- This simple online quiz can help you get an understanding of where you're at with your basic digital literacy and computer skills
- Developed by **ProProfs Quizzes**
- Resource Link: [Click here](#)

For Clinics: BTDD Assessments



The screenshot shows the ProProfs Quizzes interface. At the top left is the ProProfs Quizzes logo. To the right are links for 'Take Quizzes' and 'Create A Quiz'. Below the logo is a breadcrumb trail: 'Quizzes > Art > Digital > Digital Literacy'. The main heading is 'Digital Literacy Exam'. Below the heading, it says '35 Questions | By LVFIT | Last updated: Feb 10, 2017 | Total Attempts: 4925'. There is a dropdown menu set to 'All questions' and a 'Settings' link with a gear icon. A large blue button with the text 'Start' and a right-pointing arrow is prominently displayed. At the bottom of the page, there is a logo for the 'Foundation for an Independent Tomorrow' featuring a stylized 'f' and 'i' in purple and gold.

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Assessment: Patient Digital Device and Internet Access Assessment
- This assessment is patient-facing and will assess your patients access to internet, digital devices, and their skill level when it comes to using the internet and digital devices
- Developed by **CMA** and **CCALAC**

For Patients: Customized BTDD Assessment

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: National Digital Inclusion Alliance (NDIA)
- Region: Nationwide
- Resource: Discounted Internet
- To support local efforts, NDIA has compiled a list of current offers from Internet Service Providers (ISPs) that will help low-income households to acquire service at low or no cost
- The list also includes established, nationally available low-cost plans offered by nonprofit organizations (last updated 3/9/22)
- All offers are less than \$20/month total cost (with no installation fees)
- Resource Link: [Click here](#)

For Clinics and Patients: Discounted Technology and Broadband Resources

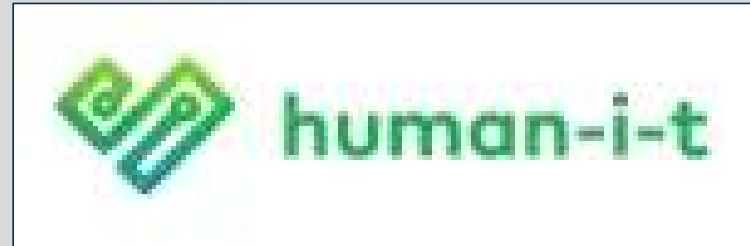


+ COMCAST XFINITY	BroadbandNow XFINITY From Comcast Coverage Map	APPLY ONLINE	Internet Essentials website Expansion to Pell Grant Recipients
+ CHARTER COMMUNICATIONS	BroadbandNow Charter Spectrum Coverage Map	MAIL-IN APPLICATION FORM	Spectrum Internet Assist web page
+ AT&T	BroadbandNow AT&T Internet Coverage Map	APPLY ONLINE Or call 1-855-220-5211	Access From AT&T web page Eligibility Requirements: -At least one resident participates in the U.S. Supplemental Nutrition Assistance Program (SNAP). -An address in the 21-state service area, where AT&T offers wireline home Internet service. -No outstanding debt with AT&T for fixed Internet service within the last six months or outstanding debt incurred under the Access program.
+ PCs for People	Nationwide	PURCHASE ONLINE	
+ Human-I-T	Nationwide	PURCHASE ONLINE	
+ COX COMMUNICATIONS	BroadbandNow Cox Communications Coverage Map	APPLY ONLINE	Cox Connect2Compete web page
+ VERIZON	BroadbandNow's Verizon FIOS Coverage Map. Please note this offer only applies in parts of Verizon service territory where FIOS is	Check Lifeline eligibility at this web page. If eligible, ORDER 200 MBPS FIOS ONLINE. Lifeline discounts are not displayed in online order. Discount will be added to your account once your service is installed	News release Verizon's Lifeline Discount Program

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **Human-I-T**
- Region: Nationwide
- Resource: Discounted Internet, Devices, and Digital Trainings
- Nonprofit that connects low-income individuals and nonprofits to technology, internet, tech support and digital training
- Resource Link to Purchase Computers, Laptops & Internet: [Click here](#)
- Resource Link to Access Digital Trainings: [Click here](#)

For Clinics and Patients: Discounted Technology and Broadband Resources



Desktops	Laptops	Internet
<ul style="list-style-type: none">Microsoft Registered RefurbisherCustomizable Products	<ul style="list-style-type: none">FREE Standard ShippingWe Love Nonprofits and Schools!	<ul style="list-style-type: none">30-Day Return Policy90-Day Hardware Warranty

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **Everyone On**
- Region: Nationwide
- Resource: Discounted Internet, Devices and Digital Trainings

- Type in your zip code and choose any of the applicable household qualifications to find internet and computer offers, as well as digital literacy trainings in your area (Available in Spanish as well)
- Also leads the movement “ConnectHomeUSA” which is a program that aims to bridge the digital divide for public housing residents in the United States

- Resource Link: <https://www.everyoneon.org/find-offers>
- Resource Link for Digital Learning Center: <https://www.everyoneon.org/digital-learning>
- Resource Link for ConnectHomeUSA: <https://connecthomeusa.org/>

For Clinics and Patients: Discounted Technology and Broadband Resources

everyoneon



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- **Organization:** Federal Communications Commission (FCC) **Affordable Connectivity Program (ACP)**
- **Region:** Nationwide
- **Resource:** Discounted and Free Internet, and Discounted Computers, Laptops or Tablets

- An extension of the Emergency Broadband Benefit (EBB) into a longer-term broadband affordability program
- Provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands
- Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price

- Resource Link: <https://www.fcc.gov/affordable-connectivity-program> and <https://www.fcc.gov/acp>
- Resource Link for ACP Outreach Toolkit: [Click here](#)

For Clinics and Patients: Discounted Technology and Broadband Resources

FCC | CONSUMER CONNECTIONS

Affordable Connectivity Program

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

The benefit provides:

- Up to \$30/month discount for internet service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

See if You Qualify and Apply

Call: 877-384-2575

Visit: [ACPBenefit.org](https://www.fcc.gov/acp)

 Helping Households Connect

FCC | CONSUMER CONNECTIONS

Affordable Connectivity Program

Are You Eligible?

A household is eligible if a member meets at least one of the criteria below:


- Has an income that is at or below 200% of the Federal Poverty Guidelines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income program.

Two-Steps to Enroll

1. Go to [ACPBenefit.org](https://www.fcc.gov/acp) to submit an application or print out a mail-in application; and
2. Contact your preferred participating provider to select an eligible plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must both apply for the program and contact a participating provider to select a service plan.

 Learn more at [fcc.gov/acp](https://www.fcc.gov/acp)

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: AT&T
- Region: Nationwide
- Resource: Discounted and Free Internet
- For individuals with AT&T service, get up to \$30/month off your home internet or wireless service through the Affordable Connectivity Program (ACP), which replaced the Emergency Broadband Benefit (EBB)
- Individuals who are eligible for the ACP are also eligible for AT&T's Access Program
- Resource Link for Discounted Internet: <https://www.att.com/help/affordable-connectivity-program/>
- Resource Link for Free Internet via Access: <https://www.att.com/internet/access/>

For Clinics and Patients: Discounted Technology and Broadband Resources



AFFORDABLE CONNECTIVITY PROGRAM

Bridging the digital divide in our country

The Affordable Connectivity Program is a federal government program that provides a benefit on broadband for eligible households.

- ✓ Bills can be decreased by up to \$30/mo. Customers residing on Tribal lands can save up to \$75/mo.
- ✓ Save on home internet and AT&T PREPAID.



ACCESS FROM AT&T

Stay connected with affordable internet

Access from AT&T provides low-cost internet service for eligible households.

- ✓ Free installation and in-home Wi-Fi®
- ✓ No annual contract
- ✓ No deposit

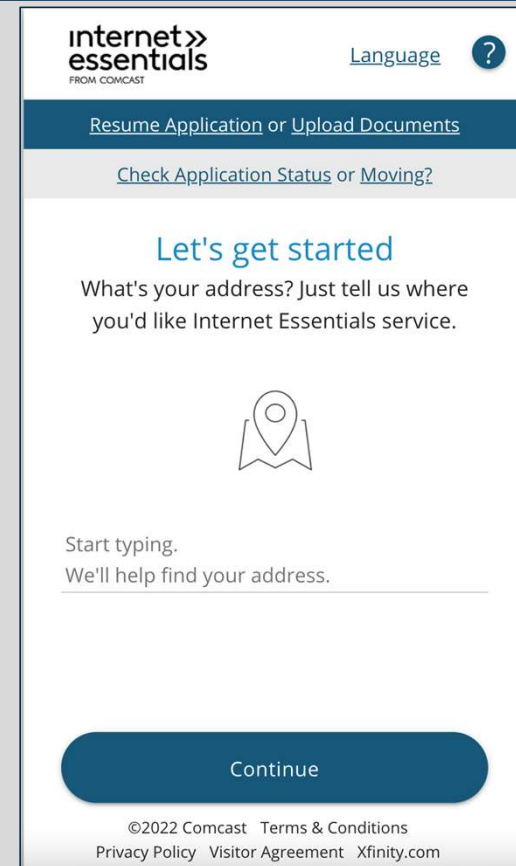
Internet service for \$30/mo. or less based on the maximum speed available at your address up to 100Mbps.*

*You'll receive the maximum speed available at your address. \$30 Access plan includes unlimited data for households with speeds higher than 10Mbps. Unlimited data on other Access plans expires on 4/30/22. See offer details.

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: Xfinity
- Region: Nationwide
- Resource: Discounted and Free Internet
- Individuals can sign up for Internet Essentials for only \$9.95/month + tax with no contract and free equipment – then enroll in the Affordable Connectivity Program (ACP) to get their service for free
- Signing up for Internet Essentials Plus is an opportunity to get faster download speeds – up to 100 Mbps
- Resource Link: <https://internetessentials.com/> and <https://www.xfinity.com/learn/internet-service/deals/ebb>

For Clinics and Patients: Discounted Technology and Broadband Resources



The screenshot shows the 'Internet Essentials' website interface. At the top left is the logo 'internet essentials FROM COMCAST'. To the right is a 'Language' dropdown menu with a question mark icon. Below the logo is a dark blue button labeled 'Resume Application or Upload Documents'. Underneath is a light blue button labeled 'Check Application Status or Moving?'. The main content area features the heading 'Let's get started' in blue, followed by the text 'What's your address? Just tell us where you'd like Internet Essentials service.' Below this is a location pin icon. Further down is the text 'Start typing. We'll help find your address.' followed by a text input field. At the bottom of the form is a large dark blue button labeled 'Continue'. At the very bottom of the page, there is a footer with the text '©2022 Comcast Terms & Conditions Privacy Policy Visitor Agreement Xfinity.com'.

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: PCs for People
- Region: Nationwide
- Resource: Discounted Internet and Computers
- Provides affordable computers and low-cost internet eligible individuals and nonprofits
- Offers refurbished desktop & laptop computers, low-cost mobile internet, and affordable computer repair
- Resource Link: <https://www.pcsforpeople.org/get-technology/>

For Clinics and Patients: Discounted Technology and Broadband Resources



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: Internet For All Now
- Region: California ONLY
- Resource: Discounted Internet
- Individuals can call toll free 1-844-841-INFO (4636) to find out if they pre-qualify for an affordable Home Internet offer
- Fliers available in English and Spanish
- Resource Link:
<https://www.internetforallnow.org/get-affordable-internet-today> and <https://www.cetfund.org/news-and-events/internet-for-all-now/affordable-offers/>

For Clinics and Patients: Discounted Technology and Broadband Resources




Home Internet

You may qualify for affordable, Home Internet if you are participating in one of the following programs:

- Child Enrolled in the NSLP (National School Lunch Program)
- CalFresh (food stamps) or Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medi-Cal
- Or Have a Household Income Under \$49,000/year

Only **\$10 - \$23** a month

For a limited time some providers are offering two months free.

To determine which of the Internet providers serves your area enter your zip code at this site: www.everyoneon.org/cetf. It will list your choices and you can call the companies in your area.

Spectrum 844-525-1574 \$23/mo	human+IT 888-519-4724 \$15/mo	access 855-220-5211 \$10/mo	Frontier 855-970-4449 \$20/mo	COMCAST 855-846-8376 \$9.99/mo
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3/2021



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **Computers for Classrooms (CFC)**
- Region: California ONLY
- Resource: Discounted Computers

- Provide low-cost systems state-wide for qualified residents (anyone who meets 1 of the 15 eligibility qualifications will be able to place an order)

- Resource Link:
<http://computersforclassrooms.org/computers-for-low-income-families/>

For Clinics and Patients: Discounted Technology and Broadband Resources



Computers for Classrooms wants you to: **Get Connected!**

Desktop Computers

All refurbished desktop computers come with LCD, keyboard, mouse, cables, Windows 10 Pro 64bit, Microsoft Office (Word, Excel, PowerPoint, Outlook), anti-virus, and a one year warranty.

\$100 iCore 7 2nd-3rd 8.0 GB RAM, 120 SSD Primary & 500 GB back up Hard Drive, and 19" LCD Monitor.

\$175 iCore 5 HP All-in-One: 8.0 GB RAM, 500 GB Hard Drive, DVD/CDRW, and 22" Display with Wi-Fi.

\$200 iCore 7 4th gen 8.0 GB RAM 250 SSD Primary & 1 TB Hard Drive backup, and 19" LCD Monitor (**latest model**)

Laptop Computers

Laptop Specials: Models and specs vary 4GB RAM, 120+ Hard Drive, Windows 10, OPEN OFFICE, Wi-Fi ready, and anti-virus. **(60 day warranty on hard drive, programs installed, battery and hardware) Please ask about our specials.**

\$150 iCore 5 Laptop: 4GB RAM, 320 GB Hard Drive, Windows 10, Microsoft Office, Wi-Fi ready, anti-virus. **(90 day warranty on the battery and hardware and one year warranty on the hard drive and programs installed)**

\$250 iCore 7 Laptop: 8GB RAM, 250 SSD Hard Drive, Windows 10, Microsoft Office, Wi-Fi ready, anti-virus. **(90 day warranty on the battery and hardware and one year warranty on the hard drive and programs installed)**

UPGRADED HARD DRIVES AVAILABLE BY SPECIAL ORDER FOR DESKTOP/LAPTOPS

Computers for Classrooms, a non-profit computer refurbisher since 1991
411 Otterson Drive, Suite 100, Chico, CA 95928 (530) 895-4175
www.ComputersForClassrooms.org

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **California Telephone Access Program (CTAP)**
- Region: California ONLY
- Resource: Free Phones and Accessories

- “California Phones” from the CTAP provides free specialized phones and accessories for mobile phones. These devices make it easier to hear, dial, and call.
- A Program of the California Public Utilities Commission (CPUC)
- Application needs to be certified by a physician or other licensed professional

- Resource Link: <https://californiaphones.org/> or <https://californiaphones.org/products.php>

For Clinics and Patients: Discounted Technology and Broadband Resources

Click [Here](#) to see if there are any **Emergency** Service Center closures.

California Phones
Keeping you connected.

Español 中文 Tiếng Việt Hmoob Русский

Privacy Policy Search Go

HOME ABOUT APPLY SPECIALIZED PRODUCTS LOCATIONS FAQs CONTACT US NEWS/UPDATES ASL NOW

FREE
Specialized Phones and
Now Accessories for Your
Mobile Phone

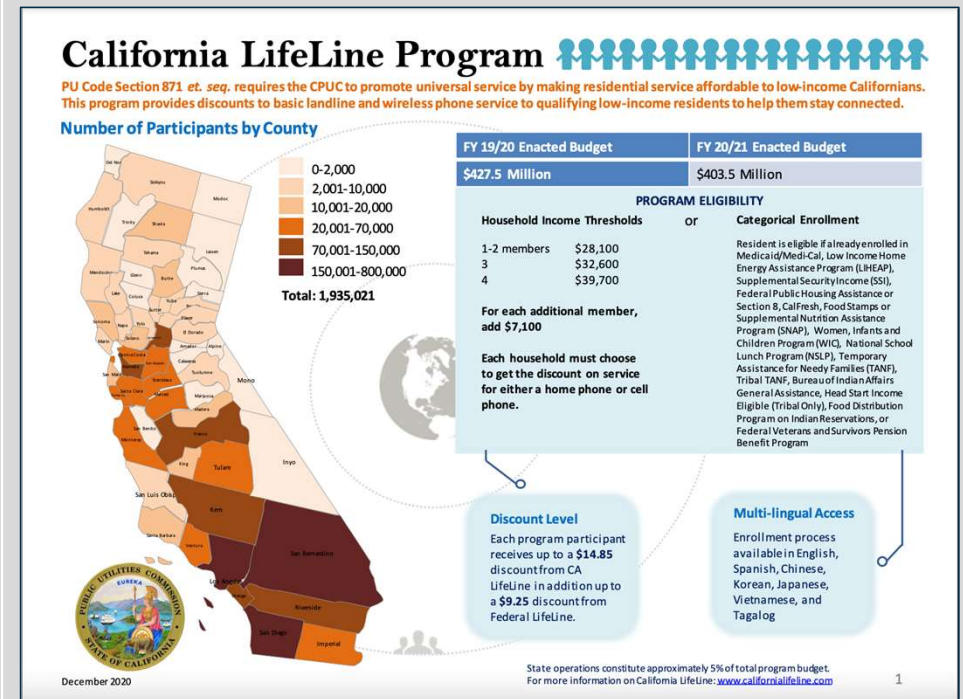
Apply Now

Remote Control Speakerphone

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: California Lifeline
- Region: California ONLY
- Resource: Free Landline or Cell Phone
- State program that provides discounted home phone and cell phone services to eligible households
- Only one discount per household is allowed
- Each household must choose to get the discount either on a home phone or on a cell phone, but not on both
- Eligibility based on current public assistance program participation or income level
- California Public Utilities Commission (CPUC) Program
- Resource Links: <https://www.californialifeline.com/en> and <https://www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/lifeline/california-lifeline-eligibility#qualify>

For Clinics and Patients: Discounted Technology and Broadband Resources



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: LA Digital Equity Action League (LA Deal)
- Region: L.A. County
- Resource: Discounted Internet
- The California Public Utilities Commission (CPUC) approved and funded Regional Broadband Consortium for L.A. County
- Organized and facilitated by Los Angeles County Economic Development Corporation (LAEDC) and UNITE-LA, both public-benefit nonprofits with experience managing strategic initiatives that benefit the people of L.A. County
- Provides access to apply for discounted broadband internet and enroll in the Affordable Connectivity Program
- Resource Link: <https://www.ladeal.org/>

For Clinics and Patients: Discounted Technology and Broadband Resources



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: Los Angeles Public Library
- Region: L.A. County
- Resource: Mobile Hotspots and Devices (Loans)
- The Tech2go Hotspot Loan Program provides internet access to families and households that lack these services. The mobile hotspots are easy to use and allow users to connect their laptop, tablet, and other Wi-Fi enabled devices to the internet.
- You can borrow a Wi-Fi hotspot for six weeks
- Tech2go also provides computer bundles for up to six months and an iPad mini up to three weeks
- Resource Link: <https://lapl.org/tech2go/mobile-hotspots>

For Clinics and Patients: Discounted Technology and Broadband Resources



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **Angeleno Connectivity Trust**
- Region: City of Los Angeles
- Resource: Free Internet

- Provides free internet service to students in Los Angeles who are struggling to stay connected online to classes and essential support services
- The student will be provided a T-Mobile Wi-Fi hotspot at one of the partner organizations or at their local City of Los Angeles Public Library
- There is a limit of 100 Gigabytes per year for each device
- The devices have five years of support

- Resource Link:
<https://www.lamayor.org/Connectivity>

For Clinics and Patients: Discounted Technology and Broadband Resources



Angeleno Connectivity Trust

An extraordinary initiative aimed at providing 100GB per year of free internet service for the next five years for up to 18,000 students in Los Angeles who are struggling to stay connected online to classes and essential support services.

The Angeleno Connectivity Trust serves K-12 students who meet **ALL THREE** requirements below:

- 1 • Live in or attend school in the City of Los Angeles, or receive services from any one or more of our Angeleno Connectivity Trust partners (including YouthSource and FamilySource Centers)
- 2 • Meet at least one of the following:
 - (a) homeless student, housing insecure or living in unstable housing
 - (b) foster youth
 - (c) student with a disability
 - (d) student who dropped out of school or is having trouble staying in school this year at least in part due to a lack of internet connectivity
- 3 • Not already have a T-Mobile (Project 10 Million) hotspot provided by LAUSD

HOW TO APPLY:

Parents, guardians, and foster parents should contact their local YouthSource Center, FamilySource Center, or a partner community-based organization and work with them to determine eligibility. For additional information, individuals may call 3-1-1 or visit [LAMayor.org/Connectivity](https://www.lamayor.org/Connectivity).

The Angeleno Connectivity Trust is led by Mayor Eric Garcetti, in coordination with T-Mobile through their its Project 10Million, and the Mayor's Fund for Los Angeles.

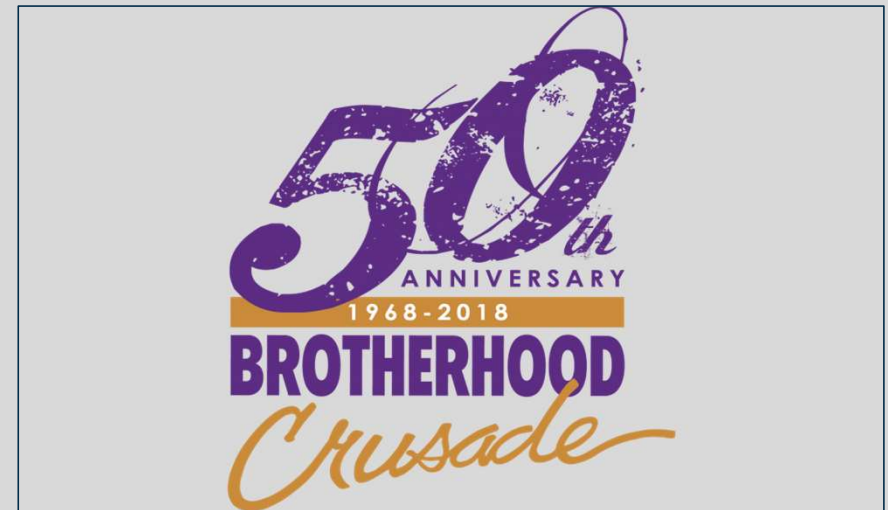
Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **Brotherhood Crusade Technology Access Program (TAP)**
- Region: South Los Angeles
- Resource: Free Internet

- Provides free internet access and convenient, fee-free Internet access instruction to low- to moderate-income South Los Angeles residents
- Need to call the organization at 323-846-1649 for more details and how to apply

- Resource Link:
<https://brotherhoodcrusade.org/programs-services/>

For Clinics and Patients: Discounted Technology and Broadband Resources



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- **Organization:** Southeast Community Development Corporation
- **Region:** Southeast Los Angeles
- **Resource:** Discounted Computers and Free Digital Literacy Trainings
- Provides discounted computers for eligible residents and businesses in Southeast Los Angeles, available in both English and Spanish
- The Mobile Technology Center (MTC), donated to the Southeast Community Development Corporation by the City of Vernon, is designed to provide basic computer literacy training for low-income youths and adults
- Resource Link:
<https://d3n8a8pro7vhmx.cloudfront.net/cetf/pages/42/attachments/original/1520039894/Affordable Computer SoCal EnglSpn.pdf?1520039894>
- Resource Link for MTC:
<https://www.scdcorp.org/technology/mobile-technology-center/>

For Clinics and Patients: Discounted Technology and Broadband Resources

Mobile Technology Center
 The Mobile Technology Center, donated to the Southeast Community Development Corporation by the City of Vernon, is designed to provide basic computer literacy training for low-income youth and adults in areas including Bell, Bell Gardens, Cudahy, Walnut Park/Florence-Firestone, Huntington Park, Maywood, South Gate and Vernon.

Breaking the Digital Divide
 The City of Vernon's donation comes in response to a recent study conducted by the University of California at Berkeley that showed that residents of the Southeast cities are largely disconnected from the Internet due to the lack of broad access to computers, technical assistance and computer literacy education. This reality, referred to as the Digital Divide, impacts the region's and the state's future global competitiveness.

The mobile jobs mean that people living in the Southeast cities will have access to the Internet and technology that never before.

The brightly-colored RV houses multimedia laptops, a multifunction color laser printer and a projector, and is staffed by an IT instructor who will provide instruction for organizations that want to offer classes but are unable to accommodate a learning center.

In addition to computer literacy, classes will include jobseeking, operations, adult educational training, ESL, education, financial literacy, math and reading tutoring and occupational training.

The Mobile Technology Center will help transform and improve the quality of life for residents in the Southeast cities.

Partners
 SCDC will partner with HIB Cities, Humans Services Association, Maywood PAU, Gage Middle School, Salvation Army, YMCA, Boys & Girls Club, Hill-Bell Adult School and East Los Angeles College among other organizations, and will refer students for more advanced classes.

**Our People
The
Community** **Southeast
Community
Development
Corporation**

The Southeast Community Development Corporation (SCDC) is a non-profit organization focused on improving the education, health, public safety, environment and economic climate for the residents and businesses in South East Los Angeles. SCDC provides computers throughout Los Angeles county.

Computers and Prices

- Prices range: \$100-\$200.
- Windows 7 Microsoft Office 2010 Included.
- 3 GB RAM desktops; 2 GB RAM laptops.
- 60 GB to 80 GB desktops; 120 GB laptops.
- 15-17 inch flat screen monitors, mouse and keyboard.
- 90-180 day labor and parts warranty.

Monday - Thursday: 10AM - 6PM
 Friday: 10AM - 4PM
 Saturday: 10AM - 1PM

CALL: 323-585-4579
Bell Tech Center
 4357 E Gage Avenue
 Bell, CA 90201

www.scdcorp.org

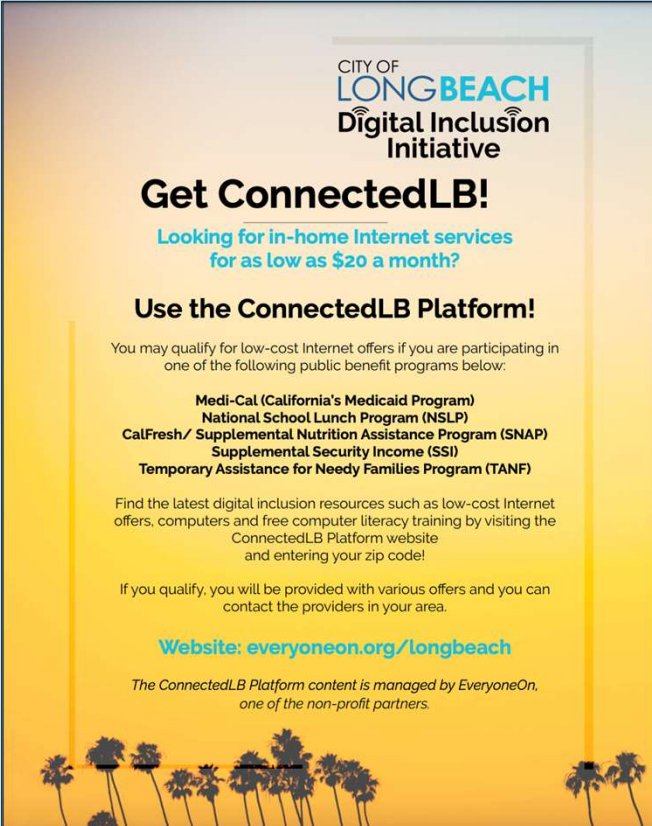
Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: City of Long Beach
- Region: Long Beach
- Resource: Discounted Internet, Computers, and Digital Trainings

- In June 2020, the City announced a partnership with the California Emerging Technology Fund (CETF), EveryoneOn, and human-I-T, and launched a centralized online platform for Long Beach residents to access low-cost Internet services, computers, and digital literacy resources, called ConnectedLB Platform.
- Fliers available in English and Spanish

- Resource Link: <https://longbeach.gov/ti/digital-inclusion/connectedlb-platform/> and <https://www.everyoneon.org/find-offers-longbeach?partner=longbeach&custom=1>

For Clinics and Patients: Discounted Technology and Broadband Resources



CITY OF
LONG BEACH
Digital Inclusion Initiative

Get ConnectedLB!

Looking for in-home Internet services for as low as \$20 a month?

Use the ConnectedLB Platform!

You may qualify for low-cost Internet offers if you are participating in one of the following public benefit programs below:

- Medi-Cal (California's Medicaid Program)
- National School Lunch Program (NSLP)
- CalFresh/ Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families Program (TANF)

Find the latest digital inclusion resources such as low-cost Internet offers, computers and free computer literacy training by visiting the ConnectedLB Platform website and entering your zip code!

If you qualify, you will be provided with various offers and you can contact the providers in your area.

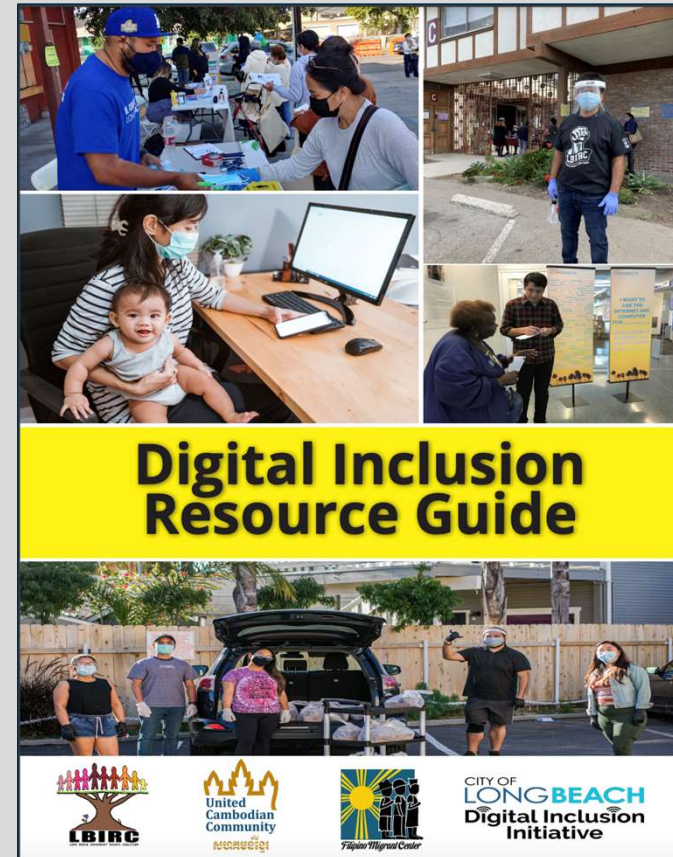
Website: [everyoneon.org/longbeach](https://www.everyoneon.org/longbeach)

The ConnectedLB Platform content is managed by EveryoneOn, one of the non-profit partners.

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: City of Long Beach Digital Inclusion Initiative
- Region: Long Beach
- Resource: Discounted and Free Internet, Computers and Digital Literacy Trainings
- This resource guide provides Long Beach residents with options for low-cost internet, computers and printing, free public Wi-Fi, free ESL classes and computer literacy trainings, LB public library resources, and more
- Resource guide is available in English, Spanish, Khmer and Tagalog
- Resource Link:
<https://www.longbeach.gov/globalassets/ti/media-library/documents/digital-inclusion/resources/digital-inclusion-resource-guide-english>

For Clinics and Patients: Discounted Technology and Broadband Resources



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **Goodwill Community Foundation (GCF)**
- Region: Nationwide
- Resource: Free Internet Browser Tutorials

- Become Internet savvy with these tutorials on how to browse safely, maintain your online safety, and network socially

- Resource Link:
<https://edu.gcfglobal.org/en/topics/internet/>
- Spanish Resource Link:
<https://edu.gcfglobal.org/es/topics/informatica-e-internet/>

For Clinics and Patients: Digital Literacy Trainings and Educational Resources



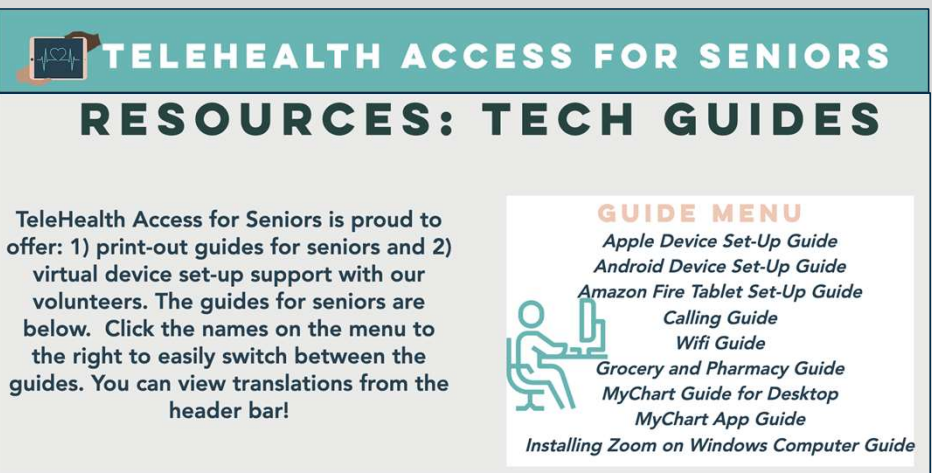
 Chrome Learn all about browsing, customizing, and bookmarking in Chrome, as well a... Tutorial >	 Firefox Learn how to use and customize the Firefox web browser in this free tutoria... Tutorial >	 Edge In this free tutorial, learn all about using and customizing Edge for a bet... Tutorial >
 Internet Basics In this free tutorial, improve your Internet skills so you can connect, use... Tutorial >	 Internet Explorer In this free tutorial, learn how to use Internet Explorer as your web brows... Tutorial >	 Internet Tips Use these tips and strategies to get the most out of the Internet, from und... Tutorial >

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: Telehealth Access for Seniors
- Region: Nationwide
- Resource: Free Digital Technology Guides

- Nonprofit that provides seniors and low-income communities with instructions on how to use different digital devices to connect with their providers, family and friends, and utilize wellness apps as well
- Many resources available in multiple languages
- Resource Link:
<https://www.telehealthforseniors.org/tech-guides>

For Clinics and Patients: Digital Literacy Trainings and Educational Resources



TELEHEALTH ACCESS FOR SENIORS

RESOURCES: TECH GUIDES

TeleHealth Access for Seniors is proud to offer: 1) print-out guides for seniors and 2) virtual device set-up support with our volunteers. The guides for seniors are below. Click the names on the menu to the right to easily switch between the guides. You can view translations from the header bar!

GUIDE MENU

- Apple Device Set-Up Guide*
- Android Device Set-Up Guide*
- Amazon Fire Tablet Set-Up Guide*
- Calling Guide*
- Wifi Guide*
- Grocery and Pharmacy Guide*
- MyChart Guide for Desktop*
- MyChart App Guide*
- Installing Zoom on Windows Computer Guide*

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **Cox Communications**
- Region: Nationwide
- Resource: Free Digital Literacy Training

- Cox Digital Academy provides access to free computer literacy tips, internet basics, educational videos, internet safety and privacy, tutorials, and games

- Resource Link:
https://www.cox.com/residential/internet/connect2compete/digital-academy.html?sc_id=cr_dm_camp_z_digitalacademy_vanity

For Clinics and Patients: Digital Literacy Trainings and Educational Resources



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **Digital Learn**
- Region: Nationwide
- Resource: Free Computer Courses

- An online hub for digital literacy support and training
- Computer courses that range from learning how to use a computer, setting up an email account, browsing online and learning how to be safe online, developing job skills, and connecting with others

- Resource Link: <https://www.digitallearn.org/>

For Clinics and Patients: Digital Literacy Trainings and Educational Resources



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **Generations on Line**
- Region: Nationwide
- Resource: Free Digital Literacy Tutorials
- Organization that specializes in teaching older adults about digital devices and navigating the internet
- Resource Link:
<https://www.generationsonline.org/apps/welcome.html>

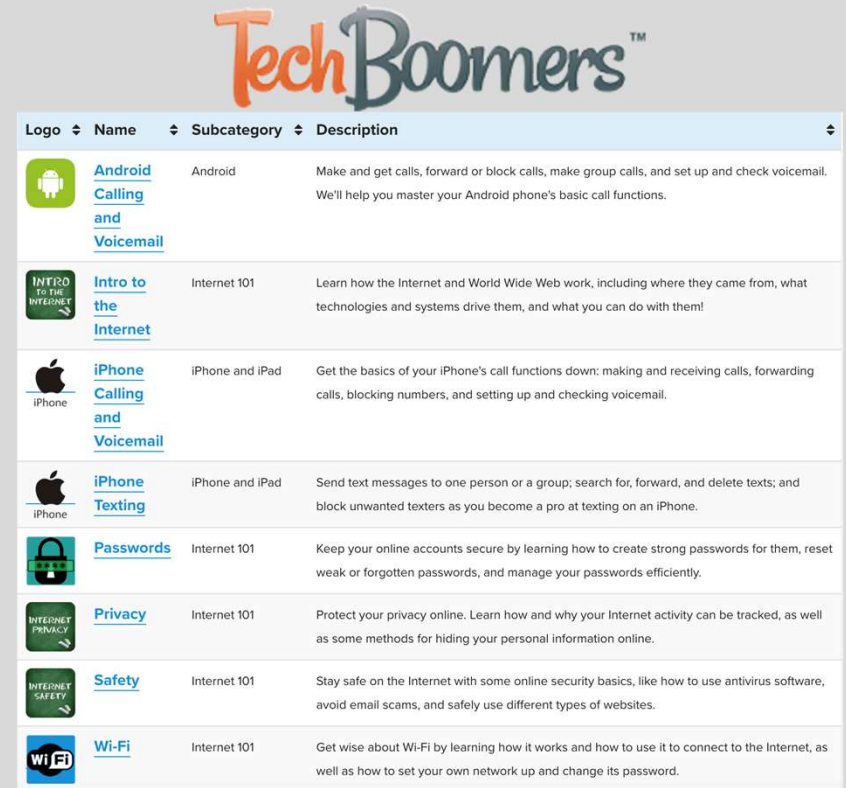
For Clinics and Patients: Digital Literacy Trainings and Educational Resources

The image shows two screenshots from the Generations on Line website. The top screenshot is titled "Tutorials by Generations on Line" and asks the user to "Tap on the device that you are using:". It features three large icons: the Apple logo with a rainbow gradient, the Android robot logo, and the Amazon Fire logo. The bottom screenshot is titled "Generations on Line" and says "To begin learning how to use your iPhone, tap on one of the options below". It shows four tablet devices hanging from a clothesline with wooden clothespins. The first tablet is green and labeled "The Basics" with the text "Start here to learn or review basics". The second is teal and labeled "The Web" with the text "Connect to anything on the Web". The third is blue and labeled "Email" with the text "Contact people you know via email, text message or Face Time". The fourth is orange and labeled "More" with a plus sign icon and the text "Find help and learn about 'Apps,' viewing pictures, and more!".









Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: TechBoomers
- Region: Nationwide
- Resource: Free Courses on Technology Basics
- Learn how the internet works and how to keep yourself safe, in addition to new ways to increase your digital literacy, including learning to use your iPhone, iPad, or Android device
- Includes courses on internet basics as well
- Resource Link:
<https://techboomers.com/courses#technology-basics> and
<https://techboomers.com/p/introduction-to-the-internet>

For Clinics and Patients: Digital Literacy Trainings and Educational Resources



The screenshot shows the TechBoomers website with a list of courses. The courses are organized into a table with columns for Logo, Name, Subcategory, and Description.

Logo	Name	Subcategory	Description
	Android Calling and Voicemail	Android	Make and get calls, forward or block calls, make group calls, and set up and check voicemail. We'll help you master your Android phone's basic call functions.
	Intro to the Internet	Internet 101	Learn how the Internet and World Wide Web work, including where they came from, what technologies and systems drive them, and what you can do with them!
	iPhone Calling and Voicemail	iPhone and iPad	Get the basics of your iPhone's call functions down: making and receiving calls, forwarding calls, blocking numbers, and setting up and checking voicemail.
	iPhone Texting	iPhone and iPad	Send text messages to one person or a group; search for, forward, and delete texts; and block unwanted texters as you become a pro at texting on an iPhone.
	Passwords	Internet 101	Keep your online accounts secure by learning how to create strong passwords for them, reset weak or forgotten passwords, and manage your passwords efficiently.
	Privacy	Internet 101	Protect your privacy online. Learn how and why your Internet activity can be tracked, as well as some methods for hiding your personal information online.
	Safety	Internet 101	Stay safe on the Internet with some online security basics, like how to use antivirus software, avoid email scams, and safely use different types of websites.
	Wi-Fi	Internet 101	Get wise about Wi-Fi by learning how it works and how to use it to connect to the Internet, as well as how to set your own network up and change its password.

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: Meganga
- Region: Nationwide
- Resource: Free Computer Courses

- Meganga.com was created to fill a very much needed gap in the provision of computer training for the elderly and beginners alike
- Online video computer lessons and computer courses for Microsoft Office Word, PowerPoint, and Excel

- Resource Link: <https://www.meganga.com/>

For Clinics and Patients: Digital Literacy Trainings and Educational Resources



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: Skillful Senior
- Region: Nationwide
- Resource: Technology Resources for Seniors

- Individuals can learn the basics about how to use their mouse, keyboard and their hardware

- Resource Link: <https://www.skillfulsenior.com/>

For Clinics and Patients: Digital Literacy Trainings and Educational Resources



Mobile Apps and Tools

Explore the basic essentials that drive things forward as mobile apps and tools come forward to make sense of things and bring in a clear picture.

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: Seniors Guide to Computers
- Region: Nationwide
- Resource: Free Computer Courses
- The place to go to learn the ins and outs of personal computers. Tutorials are simplified using terms, examples, pictures, and videos in easy-to-understand English.
- Learn all about computer hardware and software or learn how to back up your data.
- Resource Link:
<https://www.seniorsguidetocomputers.com/>

For Clinics and Patients: Digital Literacy Trainings and Educational Resources

SENIORS GUIDE TO COMPUTERS

The Learning Center

THE BASICS

Home

Accessibility

Audio

Back Up Your Data!

Basics

Email

Glossary

Hardware

Internet

Links

Security

Software

Videos

What Can A Computer Do For You?



Does your desk look like this?

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **Udemy**
- Region: Nationwide
- Resource: Low-Cost Computer Skills Course

- Udemy is an online platform that offers courses on a variety of topics
- Offers a basic computer skills course for senior citizens
- For a small fee, view video lessons and also gain access to asking questions to the instructor for a more personalized experience

- Resource Link: [Click here](#)

For Clinics and Patients: Digital Literacy Trainings and Educational Resources



What you'll learn

- ✓ Parts of a Computer e.g. mouse, USB port, earphone jack and camera
- ✓ Opening and closing files and applications
- ✓ Basic email usage i.e. sign in, receiving and replying
- ✓ Learning using Youtube.
- ✓ Confidence in navigating around in PCs and mobile devices
- ✓ Basic internet browsing
- ✓ Creating, saving and printing documents and spreadsheets

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: Teach an Old Dog New Tricks
- Region: Nationwide
- Resource: Free Computer Trainings
- Offers over 40 hours of free computer trainings, from Computers 101, which covers everything you need to learn about computers and the internet, to a complete course on how to use Google and YouTube efficiently.
- Resource Link:
<https://teachanolddognewtricks.com/>

For Clinics and Patients: Digital Literacy Trainings and Educational Resources



Free Computer Training

On YouTube, I offer more than 40 hours of free computer training videos that you can watch and learn from starting right now. In this difficult economic climate, people need help developing the computer skills they need to improve their ability level to get a new job, or even start a business. Providing this free computer training is my way of giving a little something back. I would like to provide assistance in the best way I know how...teaching!

[Go To My YouTube Channel](#)

[Subscribe for Updates](#)



Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **Free Online Training**
- Region: Nationwide
- Resource: Free Computer Trainings
- This website offers a complete Basic Computer Skills course (for Windows users) divided into a series of lessons like how to create folders, how to install software, and how to add your favorites in web browsers.
- Resource Link: <https://www.free-online-training-courses.com/basic-computer-skills-lessons/>

For Clinics and Patients: Digital Literacy Trainings and Educational Resources

The Place For Free Online Training Courses

Improve Your Career Prospects

[Home](#) [Office Software](#) [ICDL Syllabus](#) [Registration](#) [FAQ](#)

Basic Computer Skills Lessons

Creating User Accounts in Windows

In order to use a Windows computer you must log on with your user account. Here we see how to create a new account. Use the buttons below to navigate through the lesson We might want to have multiple accounts ...

[Take lesson](#)

Desktop and My Documents

The Windows desktop provides a convenient location for storing files and folders. The desktop can contain shortcuts to applications and documents that you access frequently. This lesson is based on Windows XP, but if you understand this you will understand ...

[Take lesson](#)

Favorites

Favourites or bookmarks is a list of internet sites that have been visited and kept for future reference. As this list grows it can become untidy and difficult to navigate. The following section will describe how to delete items ...

[Take lesson](#)

Files and Folders

Files are organized on your computer in folders. If it helps, think of your computer as a filing cabinet. There may be drawers that group information or paperwork, e.g. one drawer for household items, another for personal items and so ...

[Take lesson](#)

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: **National Digital Inclusion Alliance (NDIA)**
- Region: Nationwide
- Resource: The Digital Navigator Model

- Defines what a digital navigator is, as well as other digital divide definitions, and a summary of the “Digital Navigator Model” NDIA is beginning to roll out
- Provides many digital navigator resources, including an intake form, skills assessment, digital navigator job description, follow up survey, exit survey, digital navigator webinar, and a digital navigator toolkit

- Resource Link:
<https://www.digitalinclusion.org/digital-navigator-model/>

For Clinics and Patients: Digital Literacy Trainings and Educational Resources



The Digital Navigator Model

Adding digital equity to our social safety net

What NDIA and Affiliates are doing to Develop the Digital Navigator Model

NDIA is providing direct assistance to **Rural LISC** and the **Salt Lake City Public Library** to develop pilot Digital Navigator programs operating within their partner sites.

At the same time, some NDIA Affiliates are developing their own versions of the Digital Navigator model. In the shared materials linked below, you'll see contributions from partners in Salt Lake City, Cleveland, Seattle, Philadelphia, Nashville, Austin, Portland, Denver, Providence, and more. Learning from all, NDIA is sharing components of the Digital Navigator model as they are developed. .

Bridging the Digital Divide (BTDD): Equipment and Services Assessment

- Organization: Insure the Uninsured Project (ITUP)
- Region: California specific
- Resource: Broadband for Health Basics Fact Sheet

- Discusses the digital divide and its impact on health care, as well as defining the digital divide, types of broadband network technology, measures of broadband speed, and other relevant key definitions

- Resource Link: <https://www.itup.org/wp-content/uploads/2021/05/Broadband-and-Health-Basics-FINAL-V1.pdf>

For Clinics and Patients: Digital Literacy Trainings and Educational Resources

ITUP
Insure the Uninsured Project

» ITUP Fact Sheet
Broadband for Health Basics

May 2021

The Digital Divide and its Impact on Health Care

- **Accessible, Affordable, and Equitable Health Care:** Broadband, and connectivity generally, is important for creating a health care system that is more accessible, affordable, and equitable. Many health care innovations, including telehealth, health information exchange, and virtual care and patient monitoring, rely on critical broadband infrastructure.
- **Serving the Underserved:** Broadband enables people in unserved and underserved regions, including rural and urban areas of the state, and those that have low-incomes, are served by Medi-Cal and/or the safety net, and are members of communities of color, to have greater access to care.
- **COVID-19 Recovery Context:** Throughout the COVID-19 pandemic, telehealth became paramount for maintaining access to preventative and ongoing health care. Telehealth during the pandemic also shined a spotlight on the gaps in access to broadband, personal technology devices, and digital literacy, highlighting the need for the health care community to join the cross-sectoral efforts to close the digital divide.

What Does the Digital Divide Mean for Consumers?

Broadband Access	Technological Devices	Digital Literacy
889,000 CA residents do not have internet providers where they live. ¹	More than 1 in 10 Californians don't have a computer. ²	Barriers include lack of basic computer skills, language access, and cultural competencies. ³
In 2019, 30% of Californians don't have access to low-cost broadband. ⁴ New 2021 emergency FCC broadband subsidies may mitigate some of the cost for low-income consumers. ⁵	Black and Latinx Californians have fewer devices in their homes.	ITUP 2020 Regional Workgroups and Telehealth Policy Forum noted that digital literacy is a major barrier to accessing telehealth for hard to reach populations. ⁶



Section 3

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations


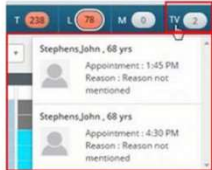
- Resource: Viewing Healow TeleVisit Appointments Workflow
- Sample workflow for how to view Healow TeleVisits from the provider's view on the Healow application
- Developed by **Katy Trail Community Health**
- Resource Link: [Click here](#)

Workflows and Scripts

Katy Trail Community Health How to View healow TeleVisit Appointments – Provider View

Procedure for Viewing healow TeleVisit Appointments – Provider View

- Providers can view their healow TeleVisit appointments from the following locations:
 - S Quick-Launch button or Jellybean
 - TV Quick-Launch button or jellybean
- To access TeleVisits:
- Use one of the following options:

Options	Steps
S Quick Launch Button	<ol style="list-style-type: none"> 1. Click the S Quick-Launch button to open the Office Visits window. The patient's healow TeleVisit appointment status changes from <i>Pending</i> to <i>Checked In</i>, and the arrival time displays for the appointment when the patient is online and enters the virtual waiting room. 2. Double-click the healow TeleVisit appointment with the Video Camera icon to display the Progress Notes: 
TV Quick Launch Button	<ol style="list-style-type: none"> 1. Click the TV Quick-Launch button. A list displays, showing the healow TeleVisit appointments scheduled for the logged-in provider for today: 


Created: 1/14/2021

Page: 1
Katy Trail Community Health

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations


- Resource: How to Activate Healow Visits in eCW
- Sample workflow sharing the procedure on how to activate Healow visits in eCW
- Developed by **Katy Trail Community Health**
- Resource Link: [Click here](#)

Workflows and Scripts


 **How to Activate Healow TeleVisits in eCW**

Procedure for Activating healow TeleVisits in eCW.

- From the Admin icon in eClinicalWorks, click the Product Activation icon. Path: Main Menu > Admin > Product activation. The Product Activation window opens.
- Click Activate next to healow TeleVisits:



- Click Settings next to healow TeleVisits:




- The healow TV Provider Activation window opens:


Created: 1/14/2021 Page: 1
Katy Trail Community Health

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Healow TeleVisit Appointment Workflow
- Sample workflow on how to begin a Healow TeleVisit and proceed throughout the visit with a patient
- Developed by **Katy Trail Community Health**
- Resource Link: [Click here](#)


Workflows and Scripts

 **How to start a healow TeleVisit Appointment**



The screenshot shows a web interface with a top navigation bar containing icons for Video, Questionnaire, Visits, Chat, and Trackers. Below this, there are two main sections: 'Patient View' and 'Provider View'. The 'Provider View' section includes a small square icon with a red arrow pointing to it from the right. At the bottom of the interface is a control bar with various icons including a play button, a stop button, and a video camera icon.

- The following table describes the features available on the healow TeleVisits window:


Feature	Description
Move the healow TeleVisits Window	Click inside the healow TeleVisits window, hold the cursor, and drag the window anywhere on the screen. Similarly, the provider self-view box can be dragged anywhere inside the healow TeleVisits window.
Expand the Window	Click on the outside edges of the healow TeleVisits window, hold the cursor, and drag the window out to expand the view. OR Click the Expand icon to expand the window.
 Video	Click the <i>Video</i> icon to display the video mode.

Created: 4/16/2021 Page: 2
Katy Trail Community Health

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations


- Resource: How to View Healow TeleVisits from the Healow App
- Sample workflow on how providers can access their scheduled Healow TeleVisits from the Healow application
- Developed by **Katy Trail Community Health**
- Resource Link: [Click here](#)

Workflows and Scripts

 **How to Access healow TeleVisits from healow App**

Procedure for attending a healow TeleVisit from the healow app on the Phone.

- Open the healow app from the phone.
- Sign in to the healow app:
 - The 1 on the Check-in-widget indicates that the patient has checked in through the portal. If the patient checks in through the healow app, the Check-in widget turns red to alert the patient.
 - If the patient has already checked into the appointment, the Appointment widget displays in red.



Created: 4/5/2021

Page: 1
Katy Trail Community Health

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: How to Access Zoom Video Conferencing Software Workflow
- Sample workflow providing guidance on how to access a Zoom telehealth virtual visit
- Developed by **Partnership HealthPlan of CA**

Workflows and Scripts

Partnership HealthPlan of California

How to Access Video Conferencing Software

March 13, 2020

In an effort to assist with improved access, including COVID-19 care, providers have the option to use readily-available video appointment platforms, such as **Zoom Video Conferencing for Telehealth**.*

Zoom for healthcare is HIPAA compliant and offers provider to patient communication without the need for patients to travel to medical offices or provider locations.

Telehealth Billing – Providers interested in using Zoom will need to contact Zoom directly to setup an agreement with them as PHC does not cover the cost associated with Zoom. Covered benefits or services provided via a telehealth modality are reimbursable when billed in one of two ways:

- For services or benefits provided via synchronous, interactive audio-visual and telecommunications systems on a real-time basis, the health care provider at the distant site bills with modifier 95.
- For services or benefits provided via asynchronous store and forward telecommunications systems, the health care provider at the distant site bills with modifier GQ

Telephone or Video Visits: With the federal declaration of a state of emergency, FQHCs and Rural health clinics are allowed to count video visits and telephone visits the same as in-office visits, for prospective payment. Any clinician eligible to bill for office visits may conduct a telephone or video visit with a patient in lieu of an office visit. Such visits must last at least 5 minutes, and be documented in the medical record.

- **Required Codes** – Telephone or video visits with provider in office and patient remote from office (in lieu of office visit).
 - o G0071 (FQHC and RHC), **Example for PCP Setting:** 99212 – 99214, 99201 - 99204
 - o G2012 (other providers)
- Please note that telephone and video visits will count towards the Primary Care Provider Quality Improvement Program (PCP QIP) Per Member Per Year (PMPY) statistics, which is part of the new gateway measure in 2020.

Resources:

- Sign up for a free Zoom account at <https://zoom.us/signup>.
- If you have any questions about Zoom, you can email info@zoom.us or call **1-888-799-9666**.
- For additional information about Zoom you can visit: <https://zoom.us/healthcare>
- You can review Zoom's HIPAA Compliance Guide - <https://zoom.us/docs/doc/Zoom-hipaa.pdf>
- [Zoom FAQs](#)

** Telehealth delivers health care and public health services by utilizing information and communication technologies to enable the diagnosis, consultation, treatment, education, care management, and self-management of a patient at a distance from health care providers.*





Eureka | Fairfield | Redding | Santa Rosa
(800) 863-4155 | www.partnershiphp.org

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: CHC Patient Telehealth Doxy.me Visit Instructions Workflow
- Workflow with screenshots and step-by-step instructions on how to check in for your Doxy.me telehealth visit
- Developed by **Community Health Center, Inc.**


Workflows and Scripts

How to check in for your video visit

- 1 Use a computer or device with camera/microphone**

PC and Mac
Chrome | Firefox | Safari
Android
Chrome
iOS
Safari
- 2 Enter your clinician's doxy.me web address into the browser**

- 3 Allow your browser to use your webcam and microphone**

- 4 Type in your name and click check in**

Welcome, [Name] ✓ Secure
✓ No software to download
✓ HIPAA compliant
✓ No registration needed
- 5 Your care provider will start your visit**

Call Tips

- Make sure you have a good internet connection
- Restart your device before the visit
- Test your camera and mic from the waiting room
- Need help? Send us a message <https://doxy.me>

Powered by  doxy.me

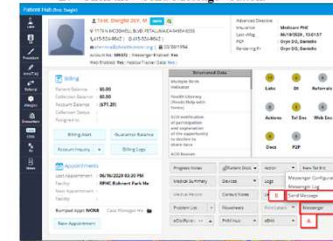
Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Sending WebEx Appointment Text Workflow
- Sample clinic workflow on how to send a text message to patients with a WebEx appointment
- Messenger template can be customized to a specific telehealth platform
- Developed by **Petaluma Health Center**

Workflows and Scripts

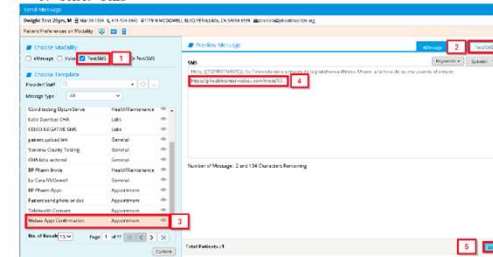
Sending text message to patients with Webex appointments

- From the Patient Hub:**
- Click the "Messenger" button.
 - Click the "Send Message" button.



From the Messenger Templates Screen:

1. Select the Text/SMS from Modality
2. Select "Text/SMS" on the Right side of the screen to view templates.
3. Select "Webex Appt Confirmation"
4. Paste provider's Personal Webex link(From Webex)
5. Select "Send"



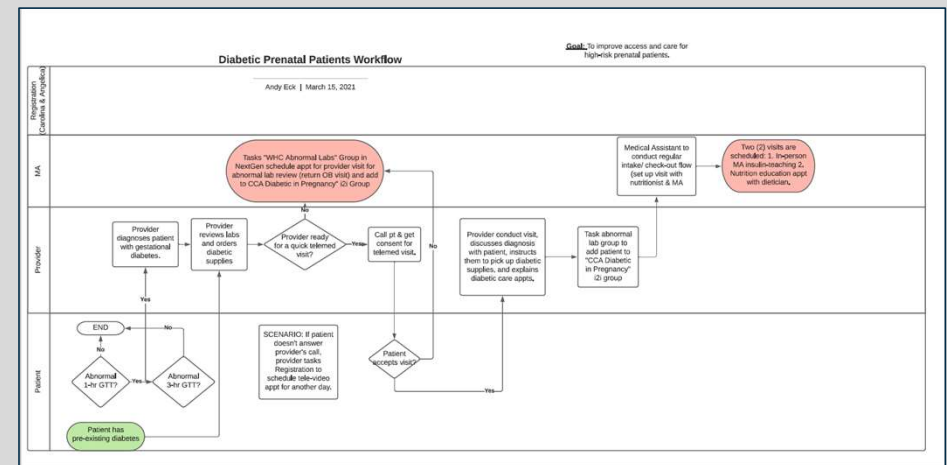
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Page 1

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Eisner Health Diabetic Prenatal Patient Telehealth Visit Workflow
- Sample clinic workflow for scheduling and conducting a diabetic prenatal telehealth visit
- Developed by **Eisner Health**

Workflows and Scripts



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Delivering High-Quality Video Visits Driver Diagram
- Driver diagram developed by CCI to assist health centers on how to deliver high quality virtual care that is accessible for all safety net patients
- This driver diagram aims to provide guidance about what the right changes are to achieve this goal
- Developed by **Center for Care Innovations (CCI)**
- Resource Link:
<https://www.careinnovations.org/virtualcare/resources/driver-diagram-delivering-high-quality-video-visits/>

Workflows and Scripts

Delivering High-Quality Video Visits

GOAL

Deliver high quality virtual care that is accessible for all safety net patients

Support Patients with Digital Barriers

- **Digital literacy assessment** (before visits)
- **Patient education**: materials, videos, and trainings
- **Wi-Fi access points** (parking lots); purchase phones
- **Technical support through volunteers** (pre-appointment meetings, scheduling)
- **Materials and resources in multiple languages**

Staffing Related Changes

- **Staff education and buy-in** including training and support
- **Roles**: IT manager; telehealth outreach (volunteers or medical assistants)
- **Patient advisory group** and patient surveys for input on design

Workflow Changes

- **Workflow changes** for video visits, hybrid visits, and flexible visits (between in-person and video)
- **Self-measured blood pressure**: workflows, devices, coding, policies, and patient/staff training
- **Zoom breakouts** to mimic appointment with warm hand-offs

Technology and Infrastructure

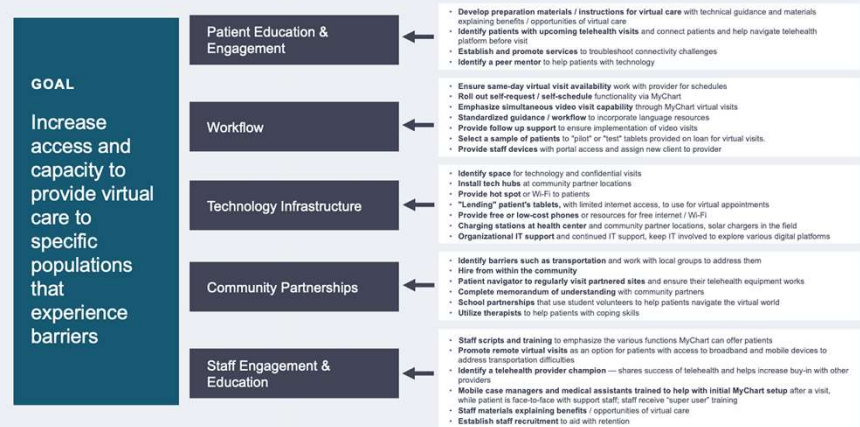
- **New equipment and internet upgrade** for clinic
- **Physical space**: pods or dedicated virtual space
- **Care delivered in their homes** for high need patients
- **Reliable technology** (video platform assessments) and texting solution

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Increased Access & Capacity to Virtual Care Driver Diagram
- Driver diagram developed by CCI to assist health centers on how to increase access and capacity to provide virtual care to specific populations that experience barriers
- Developed by **Center for Care Innovations (CCI)**
- Resource Link: https://www.careinnovations.org/wp-content/uploads/driver_VGIN_access.png

Workflows and Scripts

I Increased Access & Capacity to Virtual Care



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Follow Up Appointment Zoom/In-Person Scheduling Script
- Sample script providers can use when needing to schedule a follow up visit over Zoom or in person

Workflows and Scripts

Follow Up Appointment Zoom/In-Person Script

Provider (During Appointment):

I would really like to follow-up with you again in [amount of time- days, weeks, months].

To give you the best care possible, I prefer for our follow-up appointment to be either **in-person** or via **Zoom**.

Do you have a preference?

- **[If In-Person]**: Great! I'll be happy to see you here at the clinic. Our staff will be happy to schedule your next visit for you.
- **[If Zoom]**: Great! I'll be happy to see you over Zoom, as this will help me to [see your medications, share lab follow-up results, re-check your skin, etc.] If at any point you need help downloading or logging into Zoom, you can visit our website where we have step-by-step "how-to" videos or you can call our **Health Ed. Department at [extension]** for assistance or a step-by-step training.
- **[If Patient asks about Telephone]**: Since this is a follow-up appointment, we'd really like to see you either in-person or over video/Zoom in order to give you the best quality care.

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: NextGen Sample Telehealth Visit Email Template Script
- NextGen sample email template for marketing your telehealth capabilities and educating patients on virtual visits
- Developed by **NextGen**

Workflows and Scripts

Date:

Dear (first name),

In the effort to continue your care while safeguarding your health and the health of others, (practice's name) now offers virtual visits.

Virtual visits allow you to meet with your (doctor, specialist, etc.) in the comfort of your home.

You don't need to download anything. Schedule an appointment as you would normally and click the link that's sent via text message or email. Please log in a few minutes before the appointment time to answer some basic questions.

Virtual visits can work on your computer/laptop, iPhone, or Android/tablet.

To learn more about this convenient way to receive care, watch this short [video](#) and see the attached brochure.

(Insert a personalized note: for example, *We can't wait to see you on screen!*)

Sincerely,

(name of the practice, doctor, or staff member)

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Videos for Patient Set Up Before a Telehealth Visit
- Multiple video tutorials instructing patients, in multiple languages, on how to access a video visit on Zoom from their phone or computer, as well as specific video visit tutorials from Eisner Health and Northeast Valley Health Corporation (NEVHC)
- Developed by **Center for Care Innovations, Eisner Health, NEVHC, NEMS and YouTube**

Training Guidance

Videos: Patient Set Up Before a Telehealth Visit (from CCI-
<https://www.careinnovations.org/journey-map/patient/pre-visit-support>)

1. Eisner Health Virtual Visit Video Overview
<https://www.youtube.com/watch?v=YzrnYtnlUJA>
2. NEVHC Patient Video Tutorial_ENGLISH_02-04-2021
https://vimeo.com/637038949?embedded=true&source=video_title&owner=12618826
3. NEVHC Patient Video Tutorial_SPANISH_2-16-21
https://vimeo.com/637033062?embedded=true&source=video_title&owner=12618826
4. NEVHC Instructing the patients how to use ZOOM
https://vimeo.com/637037308?embedded=true&source=video_title&owner=12618826
5. NEMS Patient Instruction Video - iPhone - English
https://vimeo.com/637035308?embedded=true&source=video_title&owner=12618826
6. NEMS Patient Instruction Video - iPhone - Cantonese
https://vimeo.com/637035998?embedded=true&source=video_title&owner=12618826
7. NEMS Patient Instruction Video - iPhone - Mandarin
https://vimeo.com/637036647?embedded=true&source=video_title&owner=12618826
8. NEMS Patient Instruction Video - Email - English
https://vimeo.com/637031729?embedded=true&source=video_title&owner=12618826
9. NEMS Patient Instruction Video - Email - Cantonese
https://vimeo.com/637031053?embedded=true&source=video_title&owner=12618826
10. NEMS Patient Instruction Video - Email - Mandarin
https://vimeo.com/637033328?embedded=true&source=video_title&owner=12618826
11. Russian Patient Instruction Video on how to use Zoom IPHONE
<https://www.youtube.com/watch?v=ESst-pWsYZAc>
12. Russian Patient Instruction Video on how to use Zoom ANDROID
<https://www.youtube.com/watch?v=9ccALXNJe28>
13. Cantonese Patient Instruction Video on how to use Zoom IPHONE
<https://www.youtube.com/watch?v=F4Zz042IN88>
14. Cantonese Patient Instruction Video on how to use Zoom ANDROID
<https://www.youtube.com/watch?v=9ccALXNJe28>
15. Mandarin Patient Instruction Video on how to use Zoom IPHONE
<https://www.youtube.com/watch?v=mPujvkDIUvw>
16. Mandarin Patient Instruction Video on how to use Zoom ANDROID
<https://www.youtube.com/watch?v=9ccALXNJe28>
17. Vietnamese Patient Instruction Video on how to use Zoom IPHONE
<https://www.youtube.com/watch?v=e4irEBovQig>
18. Vietnamese Patient Instruction Video on how to use Zoom ANDROID
<https://www.youtube.com/watch?v=X5KWLfugCfw>
19. Spanish Patient Instruction Video on how to use Zoom IPHONE
<https://www.youtube.com/watch?v=P6bkg7bk37Y>
20. Spanish Patient Instruction Video on how to use Zoom ANDROID
<https://www.youtube.com/watch?v=RG21QQ50Yo>



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Eisner Telehealth Visit Checklist: Prior to Visit
- Checklist detailing steps to take with a patient prior to a telehealth visit to help prepare them and ensure they can connect
- Developed by **Eisner Health**
- Resource Link: [Click here](#)

Training Guidance

How to Prepare for Your Next Visit with Your Doctor



Have you ever left an in-person or video visit with your doctor wishing you had remembered to ask a certain question?

It is easy to feel rushed and forget what you wanted to say or to end your appointment still uncertain about the information you heard.

Follow these tips to become a more empowered and engaged partner in your own health.

- 1. Prepare in advance the top two or three concerns you want to raise with your doctor; for example,**
 - ✓ Do you have any difficulties following up with your treatment and other recommendations from the doctor?
 - ✓ Have you had trouble sleeping, concentrating or eating? Make sure that you mention your emotional state and any personal circumstances that may be affecting your health.
 - ✓ Do you feel you need any kind of extra help or support?
 - ✓ Mention your main concerns to the doctor at the beginning of your visit.
- 2. Have a notebook and pen handy during your visit in case you need to take notes.**
- 3. Write down a list of your symptoms before your appointment.**
 - ✓ What type of symptoms are they?
 - ✓ When did they start?
 - ✓ What makes them better or worse?
- 4. Make a list of all medications you are currently taking, including over-the-counter medications, vitamins, herbs or supplements.**
- 5. If you have seen other doctors, have all information or documents they provided with you.**
- 6. Never be embarrassed to tell your doctor if you did not understand what was explained to you about your health condition.**
 - ✓ Repeat what the doctor said to be sure you understood and ask for clarification if needed.



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations


- Resource: Provider Guide to Video Visits
- Step by step guide to train providers on how to conduct a zoom visit with a patient
- Developed by **UCSF Center for Vulnerable Populations (CVP)**

Training Guidance

Provider Guide to Video Visits

GETTING STARTED – **AT LEAST 1 DAY BEFORE YOUR FIRST VISIT**

1. Zoom Account:
One of the programs for telemedicine that is HIPPA compliant that we recommend is **Zoom Video** conferencing platform for Video Visits.




How to obtain a Zoom account:

- Create a Zoom account by going to <https://zoom.us/signup>
- Sign up with email

2. Equipment and Software:

Equipment to use


- You can use any device with a camera, i.e. laptop or smartphone.
- Strongly advise using a **laptop computer** (PC or Mac) for video visits with patients. (If using smartphone, download smartphone app instead of desktop app)



Best practice tip: to be able to share images during the video visit (using Zoom), use a computer (PC or Mac) where the images can be accessed

Installing the Zoom software:

- Install the software on the computer or device you will use for video visits.
- Go to <https://zoom.us/download>
- Click download, open the folder when complete.
- Install Zoom.



3. Considerations


Things to think about before conducting your visits

- **Location:** video visits can be conducted from any appropriately private and professional space. Make sure the background is clean, the environment is quiet, and zoom software is installed on the device.

CONDUCTING YOUR FIRST VISIT

1. Open Zoom app on your chosen device

- Open the desktop app on your laptop (preferred) or smartphone



2. You must be signed into Zoom to properly host the meeting

If prompted to sign in:

- Sign in using email address and password

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

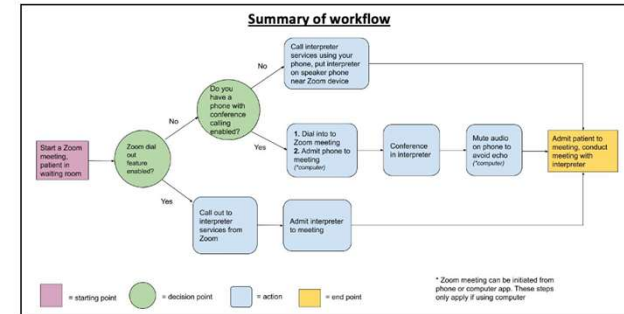
- Resource: How to Add an Audio Interpreter in a Zoom Video Visit Tip Sheet
- Step by step guide on how to add an interpreter to a zoom visit
- Developed by **UCSF Center for Vulnerable Populations (CVP)**

Training Guidance

How to add an audio interpreter in a Zoom video meeting
Using an interpreter can be difficult when conducting video visits. The following is a workflow and detailed list of steps for how to add an audio interpreter into a Zoom video visit.

What you will need to get started:

- Zoom account with **personal meeting ID** and **waiting room** enabled
- Device with Zoom app installed
- A phone with conference calling enabled
 - *Feature depends on phone model. Below are instructions for:*
 - **iPhone**
 - **Android**
 - **If this is not enabled**, call the interpreter and put them on speakerphone in front of your screen for you and the patient to hear



Step-by-step instructions:

When you are ready to begin a visit:

Launch a Zoom meeting

1. Open Zoom app on your desktop
2. Click "New Meeting" → join with device audio



When the patient is in the waiting room:

**** Business users can call interpreter directly from Zoom (if not available, skip this step)**

1. Once the Zoom meeting has been initiated, click **Invite** to send an invitation to the interpreter



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- **Resource:** Ten Tips for Caring for Immigrant Limited English Proficiency Patients in the Age of COVID-19
- Outlines best practices for interpreter use when caring for immigrant and limited English proficiency patients via telemedicine
- Also includes infographics to guide visits as well as COVID-19 resources, telehealth and social needs resources focused on those with limited English proficiency
- Developed by **UCSF Center for Vulnerable Populations (CVP)**
- Resource Link: [Click here](#)

Training Guidance

In the screening visit

1. Patients need to understand you. No shortcuts with interpreters, especially during a crisis. This is not the time to "get by" with limited language skills. Need to be sure that patients understand the plan and that history is accurate.
 - a) Reinforce all interpreters are also bound by patient confidentiality at the start of the patient interview.
 - b) **Do not rely on family members (including children) or friends to interpret for you**
2. Interpreted conversations are often less patient centered. Be sure to ask about **patient concerns and feasibility of recommendations**. Specifically be sure to ask / address:
 - a) What have you heard about this illness? **Dispel rumors.**
 - b) What else are you taking for this illness? **Any other medicines or herbs or treatments?**
 - c) What are your worries? Who lives at home with you? Are you **caring for a high-risk person** (e.g., elderly person, immunosuppressed)? If isolation is needed, ask **open-ended questions about any concerns**. Assess feasibility.
3. Highlight that **public charge is suspended for COVID-19 testing and treatment**. Don't ask if that applies; encourage all patients to spread the word broadly in their communities. This means that **seeking testing or care for COVID-19 concerns will not impact patient ability to get a green card**.
4. Ensure **written communication, patient guidance and education for symptomatic patients, and telemedicine workflows include language access considerations**, particularly for threshold languages in your system.

For admitted patients

5. Underuse of interpreters is common. Ensure hospitalized patients with language barriers (or their families for intubated/severely ill patients) have an opportunity to ask questions via a **phone/video interpreter AT LEAST once a day with a physician and once per shift with nurses (ideally every interaction)**. This is a quality floor, not a ceiling.
 - a) To facilitate this, preferred language must be correctly documented in the electronic health record
6. **Address barriers to patient-initiated communication** with nurses.
7. LEP admitted patients are even more isolated without family. Make case by case decisions on having one family member present. With increasing restrictions on visitors to the hospital, **facilitate remote connection** via phone or videos with loved ones.

Promote access to health information. Help meet social needs.

8. Community organizations know how to communicate with patients. When possible, **share your expertise or that of language concordant colleagues with community organizations and media**.
9. **Fight stigma and promote connection**. We are all at risk, and we can take care of one another.
10. Immigrants may be low wage workers. Offer and advocate for **community resources addressing social determinants of health, such as food or housing insecurity**. **Unaccompanied immigrant youth are at particular risk with school closures**.

Developed by: Drs. Alicia Fernandez (@AliciaFMD) and Elaine Khoong (@elainekhoong) with Drs. Lisa Diamond (@Dr.LisaDiamond), Archana Eniasivam, Leonor Fernandez (@lfernandez), Leah Karliner (@lkarliner), Lev Malevanchik (@Levma1526), Jorge Rodriguez (@translatedmed), and Lucy Schulson (@LucySchulson)

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: 5 Tips for Limited English Proficiency (LEP) Patients in Outpatient Telehealth
- Graphic highlighting five specific tips to follow when caring for limited English proficiency patients via telemedicine
- Developed by **UCSF Center for Vulnerable Populations (CVP)**

Training Guidance

5 TIPS FOR LEP* PATIENTS IN OUTPATIENT TELEHEALTH

*limited English proficient



1 PLUG YOUR PATIENTS IN

- Have you informed patients about how your practice has changed scheduling in-person or telehealth appointments?
- Did you communicate in their preferred language/platform (e.g. mail, patient portal messages)?



4 CONFIRM ID & LANGUAGE

- To interpreter: "I'm pretty certain that our patient speaks X, but please feel free to let me know if that is not the case."
- To patient: "I'm calling with an X interpreter. Is that the best language for you?"



2 USE AN INTERPRETER*

- Video > phone for both interpreter & visit modalities
- If phone, use descriptive language in place of visual cues
- *unless your proficiency has been validated at native/near native



5 AFTERVISIT RESOURCES

- Should be in patient's preferred language and modality (email, mail, websites, etc.)
- Remind patients of the best ways to contact you or the clinic during this time



3 PREPARE THE INTERPRETER

- Inform interpreter of your name, where you are calling from, purpose of visit, with whom you'll be speaking (patient, children, caregiver)
- Invite them to ask for clarification during the encounter if needed

As in all visits with interpreters, make sure to speak in first person, break up long statements, and use teach-back to confirm understanding!

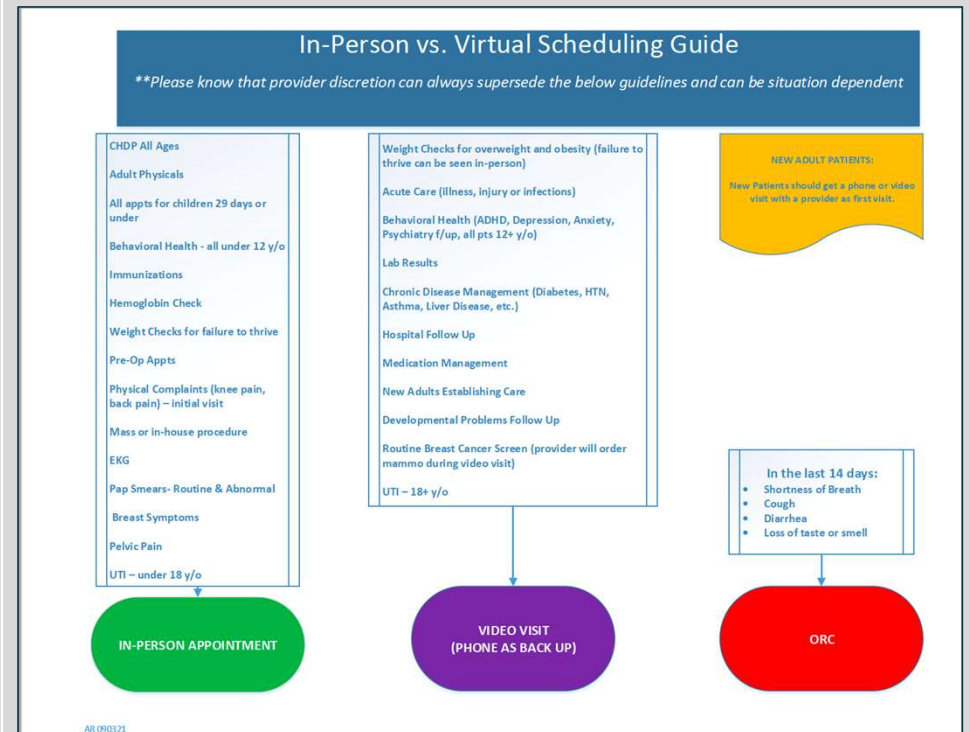
FOR MORE TELEHEALTH
BEST PRACTICES, SEE
CVP.UCSF.EDU/TELEHEALTH

LEENA YIN @LYVINAROUND
FIONA NG
ELAINE KHOONG, MD @ELAINEKHOONG

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Salud Para La Gente In-Person vs. Virtual Scheduling Guide
- Sample in-person vs. virtual visit scheduling guide
- Developed by **Salud Para La Gente**

Training Guidance



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Telehealth Scheduling Guide
- This document aims to help frontline staff, schedulers, and care team members determine if a patient's needs can be addressed with a virtual visit
- Content was developed using existing resources from Oregon Health Leadership Council, Redwood Community Health Coalition, and other California health center materials
- Developed by **Center for Care Innovations (CCI)**, **California Primary Care Association (CPCA)**, **California Health Care Foundation (CHCF)** and **Health Net**

Training Guidance

Overview

Telehealth Scheduling Guide

This document outlines what patient situations warrant an in-person visit and what situations can utilize a virtual visit. All scheduling decisions should prioritize patient preference and clinician input above all.



Schedule an in-person visit when

- Patient prefers it
- Patient has difficulty using virtual visit technology
- Patient does not have access to a phone or computer
- Patient does not have stable internet access
- Patient has cognitive issues
- Patient has difficulty hearing or seeing
- Patient has overdue labs, tests, vaccinations or procedures
- Provider decides an in-person visit is needed

Schedule a virtual visit when

- Patient prefers it
- Clinical guidelines allow it
- Patient is comfortable receiving clinical care via virtual visit
- Patient is comfortable using technology
- Patient can use the virtual visit platform
- Patient lives far away or cannot travel to the clinic
- Provider decides a virtual visit is appropriate



4

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: CCI CHCF Telehealth During the Pandemic and Beyond Webinar
- Webinar presentation highlights promising practices that health centers pursued when it came to operations, staffing and care team models, technology, and supporting patients with digital barriers when implementing telehealth
- Developed by **Center for Care Innovations (CCI)** and **California Health Care Foundation (CHCF)**
- Resource Link: [Click here](#)

Training Guidance

Supporting patients with digital barriers: promising practices

Systematically screen patients for technology access and digital barriers

Develop clear processes and workflows for onboarding patients onto telehealth visit platforms, including 1:1 support

Consider a variety of access points for providing information on telehealth to patients, such as providing materials in waiting rooms, text messages, and during visits

Leverage relationships between patients and providers to encourage patient use of technology

Supporting patients with digital barriers

Examples of health centers' strategies for supporting patients to engage in telehealth visits


- Engaged health education team in teaching patients how to access their video visits
- Incorporated student volunteers to support virtual patient rooming and technology troubleshooting
- Created a website to instruct patients on accessing video visits
- Created telehealth coordinator positions focused on patient virtual visit outreach, assessing technology needs and rehearsing for video visits

CENTER FOR CARE INNOVATIONS | 23

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Barriers to Care Questionnaire
- Patient questionnaire developed by Serve the People to better understand barriers to care, specifically during the pandemic
- Developed by **Serve the People**

Training Guidance

- 
1. Which of the following options have impacted your ability to attend a care appointment? Please circle all that apply.
 - a. Limited transportation
 - b. Forget appointment
 - c. Mistrust of healthcare system
 - d. Competing priorities
 - e. Limited Case Management assistance
 - f. Other _____
 2. Which of the following options could assist with attending your care appointment? Please circle all that apply.
 - a. Text reminders
 - b. Phone call reminders
 - c. Email reminders
 - d. Appointment card or print out
 - e. Case Management assistance
 - f. Other _____
 3. Do you find it difficult to notify the clinic that you will not be making your appointment? If so, please provide a brief reason as to why.
 - a. Yes: _____
 - b. No
 4. What is your preferred appointment format?
 - a. In person
 - b. Virtual (Video)
 - c. Telephone
 5. Which of the following Serve the People care services have you used at MHA?
 - a. Medical
 - b. Behavioral Health
 - c. None
 6. Please circle any of the following Serve the People care services you would like to be referred to?
 - a. Medical care
 - b. Behavioral Health care
 - c. Dental (At Serve the People clinic)
 - d. Vision (At Serve the People clinic)

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Telehealth for Vulnerable and Special Populations Webinar
- Webinar presentation discussing telehealth considerations and strategies for special and vulnerable populations: older adults, migratory, seasonal, and agricultural workers, people experiencing homelessness, people with limited English proficiency, and people who live in rural areas
- Developed by **Health Information Technology, Evaluation and Quality Center (HITEQ)**
- Resource Link: [Click here](#)

Training Guidance

Addressing the Needs of Special Populations in Three Areas

Increasing **awareness** of telehealth as an option.

Strategies to inform these groups that the health center is offering telehealth and they can access care through telehealth

Increasing **knowledge** and **ability** to engage in telehealth, before any appointments.

Strategies to build interest and knowledge about telehealth for special populations to engage in telehealth visits when the need arises.

Increase **utilization** of telehealth to successfully provide care.

Strategies to increase the capacity of special population patients and providers to successfully engage in telehealth and successfully complete telehealth visits.

Knowledge and Ability: Limited English Proficiency

- **Identify or create resources that assist patients with limited English proficiency with use of telehealth.** Resources in languages other than English to raise awareness about the efficacy and ease of telehealth. Here are some examples for common health center EHRs and/ or telehealth platforms:
 - Doximity, a telehealth platform, offers [patient-facing instructions in several languages](#).
 - eClinicalWorks offers [videos](#) for patients on how to use Healow Telehealth in Spanish.
 - Examples from health centers: LA LGBT Center, a health center in Los Angeles, has [written and video instructions](#) in Spanish as well as English on how to download Allscripts FollowMyHealth patient portal to access video visits. El Rio Health, a health center in Tucson, offers a [Patient Quick Start Guide](#) in Spanish and [flyer](#) for using Otto, their telehealth platform with NextGen.
 - See [instructional videos on how to download Zoom](#) in more than ten languages.

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- **Resource:** Telehealth Resources for Rural Patients Served in Federally Qualified Health Centers
- Provides an overview of the challenges of providing telehealth services in rural communities and proposes short- and long-term solutions to improve the provision of telehealth
- Developed by **HITEQ**
- Resource Link: [Click here](#)

Training Guidance

CONSIDERATIONS FOR PROVIDING TELEHEALTH IN RURAL COMMUNITIES



Make Telehealth Visits Regularly Available: Provider and patient relationships are critical components for improving patient health outcomes. When in-person interactions are not possible, it is important for telehealth visits to be made regularly available to patients with frequent communication. This means that telehealth visits need to be made available in the provider schedule, and outreach may need to be done to be sure that all patients who need care know that telehealth visits are available and receive assistance in preparing for telehealth visits. In addition, health center providers should use a combination of telehealth options available when treating patients.

A Note about Telehealth Reimbursement Status:

During the COVID-19 pandemic, CMS is waiving billing restrictions allowing patients to receive a wider range of services and the types of clinical practitioners that could bill for Medicare telehealth services. Included in these changes, is the option for providers to use audio-only telephone services, waiving the video requirement. However, it is not clear whether these changes will be long term or only during the pandemic. In addition, CMS is allowing FQHCs to bill for telehealth services beyond just as an originating site.²⁸ Although these waivers were specifically for Medicare recipients, as Medicaid is jointly run by the state and federal government, Medicaid state programs have flexibility in creating their own telehealth policies.²⁹ Telehealth reimbursement policy during the public health emergency is developing. For the most recent telehealth information, please refer to CMS and state-specific guidance.

Telehealth Resources for Rural Patients Served in Federally Qualified Health Centers | 7



Privacy and Security: While many people see the benefits of mobile health, studies show that there are consistent concerns about the protection of personal information.³⁰ These concerns include security of private health information when connecting remotely. The security of wireless internet (WiFi), particularly if using public or shared WiFi, is an important consideration, and the security of mobile health, including text messaging or mobile applications. This is especially concerning as a study in 2013, showed that 41% of healthcare smartphone users did not protect their smartphones. Below are resources that health centers can use to address privacy considerations.

- **HITEQ's Privacy and Security Resources.** In particular, to assist health centers in establishing mechanisms to protect patient privacy while texting, refer to the [Cybersecurity Checklist for Health Center Staff](#).
- **The Health Center CIO's Guide HIPAA Compliant Text Messaging,** a slide deck that provides information on HIPAA and text messaging risks and important information for leadership to consider when providing text options.
- **User Authentication in Smartphones for Telehealth,** an article that lists various security methods for confirming patient identity.



Expand Personal Access to Devices with Data/Internet: For rural residents with low income who lack devices needed to access telehealth (e.g., smartphone, tablet, and/or computer), one recommendation is making use of programs that address affordability of devices with data. For many rural residents this may require two steps—personal access to a device and then ongoing service for that device. Health centers and their communities can work with service providers or retailers in the area on group purchasing discounts and may be able to offer additional cost through fundraising or community support. Some health centers and communities have worked with companies like T-Mobile and Walmart on these initiatives. Another option is to create or support a device donation program, where community members can donate working devices which can then be cleaned and provided to patients in need. When determining how to disseminate devices, some organizations have offered 'digital prescriptions' or 'connectivity packages' where providers can 'prescribe' devices sometimes with a set amount of prepaid minutes and/or data. These digital prescriptions may be loans, where the patient is expected to bring it back, or not. A digital prescription may also be specifically for minutes or data, such as a 'Minutes Rx program'. Increasing availability of devices and service often needs to be combined with programs that decrease the cost of ongoing broadband or wireless service for that device, such as the FCC's [Lifeline](#). Available to eligible low-income consumers in every state, commonwealth, territory, and on Tribal lands, Lifeline provides a monthly discount on any one of the following services: wireless services (e.g., cell service), wireline, broadband internet, or broadband voice bundle (e.g. broadband internet with voice service). To apply for Lifeline in all states/territories other than CA, OR, and TX, patients can use the [National Verifier application system](#). Health centers may consider these options for patients who do not have the financial nor the technology resources to access telehealth services.



Utilize Audio-Only Conferencing: For patients with very little access to high quality internet, providing a live, audio-only option for synchronous communications is a key alternative. Although audio-only telehealth does not allow for the nonverbal cues necessary for ideal provider and patient relationships, it does offer important verbal connections for building and establishing patient-provider trust. Audio-only options are also relatively easy to use for both the patient and healthcare provider and require little to no startup costs. Patients who do not have access to smartphones may use a landline option. Using free software such as [Doximity](#), an online network service for medical providers, will allow the health center caller's name and office number to show on the patient's caller ID.

- See this [guide on conducting virtual telephone visits](#) from the Riverside County Health System.



Access Broadband through Public Wi-Fi: Patients with limited access to broadband at home can often access the internet through local libraries or schools. Libraries in rural areas are critical sources for internet access. During the public health emergency, many libraries are finding creative solutions to keep residents connected such as providing Wi-Fi all day, offering drive-in Wi-Fi spots, reserving hot spots, and even using library vehicles to transport hotspots to neighborhoods with limited broadband access.^{31,32} In addition, some rural libraries are exploring using new technology, like TV white space, or unused television channels, to expand broadband access.³³ Health centers should consider partnering with local libraries and schools which often have some of the strongest

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Telehealth Resources for Patients with Limited English Proficiency in Health Centers
- The following resources and solutions are provided for health centers to increase their telehealth capacity for LEP patients in both the near term and long term.
- Developed by **HITEQ**
- Resource Link: [Click here](#)

Training Guidance

RESOURCES AND STRATEGIES TO ADDRESS THE CHALLENGE

Near-Term Strategies to Support LEP Patients with Telehealth

Various solutions can help health centers utilize telehealth during the COVID-19 pandemic and beyond. In the long term, it will be advantageous to advocate for greater language variability among the provider population. LEP patients will greatly benefit once the number of multilingual providers matches the demographic makeup of language variability in the United States. However, even if and when this goal is achieved, there will still be instances when interpretation services or other forms of multilingual care are needed. The following resources and solutions are provided for health centers to increase their telehealth capacity for LEP patients.

NEAR-TERM STRATEGIES

Interpretation Services Interpretation services have been shown to be effective in improving quality of care regardless of the method in which the visit is conducted. However, it is especially important to be mindful of language accessibility during telehealth, where there are more opportunities for information to get “lost in translation.” For example, it might be less evident to a provider that their patient is not comprehending their recommendations when they are delivered virtually. Further, patients and providers both might not be able to pick up on each others’ non-verbal cues, such as body language and hand gestures over the phone or video. Providers also may not be able to utilize visual aids such as charts or illustrations that exist in typical healthcare settings. Therefore, it is imperative that LEP patients have the resources to utilize translation services when participating in telehealth visits with providers who do not speak their language.

Translation through telehealth technology is one of the most promising interventions for ensuring that LEP individuals receive care in their language. The following resources offer potential solutions for FQHCs:

1. USE THIRD-PARTY SERVICES TO PROVIDE REAL TIME INTERPRETATION IN TELEHEALTH VISITS.

Third party interpreters may provide audio-only remote interpretation, either during a video visit or audio-only visit, or video remote interpretation. There are many options, below are a few that some health centers use:



Language Line



Certified Languages International



Boostlingo



Propio

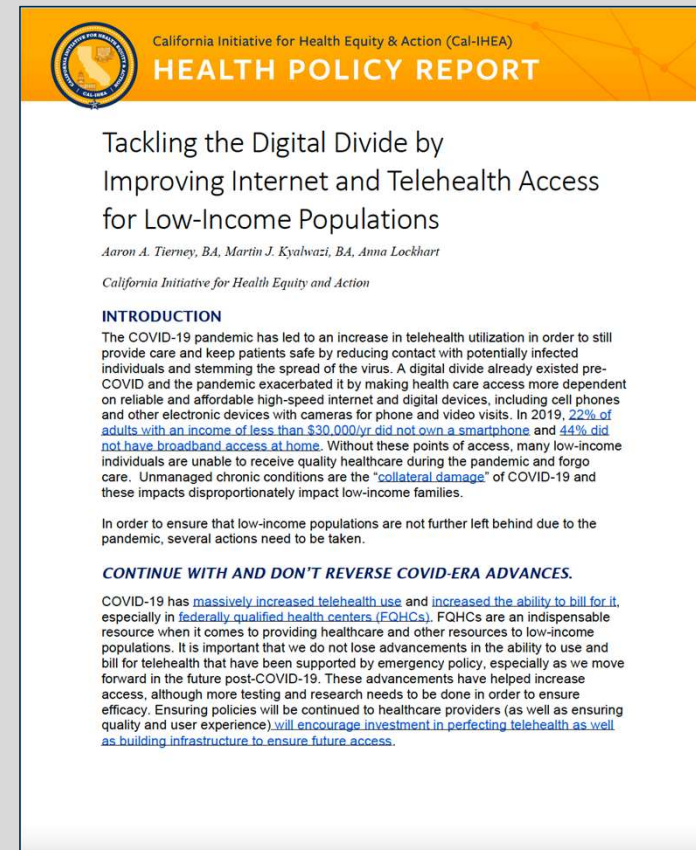
Page 3



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Tackling the Digital Divide by Improving Internet and Telehealth Access for Low-Income Populations
- A report by the California Initiative for Health Equity and Action outlining steps that need to be taken to ensure that low-income populations are not further left behind due to the pandemic and persistent digital divide
- Focus areas: COVID-era advances, legislation, addressing language barriers, utilizing resources, leveraging organizational partnerships, streamlining workflows, and addressing housing instability
- Developed by **California Initiative for Health Equity and Action**
- Resource Link:
<https://healthequity.berkeley.edu/sites/default/files/tacklingthedigitaldivide.pdf>

Training Guidance



California Initiative for Health Equity & Action (Cal-IHEA)
HEALTH POLICY REPORT

Tackling the Digital Divide by Improving Internet and Telehealth Access for Low-Income Populations

Aaron A. Tierney, BA, Martin J. Kyalwazi, BA, Anna Lockhart
California Initiative for Health Equity and Action

INTRODUCTION

The COVID-19 pandemic has led to an increase in telehealth utilization in order to still provide care and keep patients safe by reducing contact with potentially infected individuals and stemming the spread of the virus. A digital divide already existed pre-COVID and the pandemic exacerbated it by making health care access more dependent on reliable and affordable high-speed internet and digital devices, including cell phones and other electronic devices with cameras for phone and video visits. In 2019, [22% of adults with an income of less than \\$30,000/yr did not own a smartphone](#) and [44% did not have broadband access at home](#). Without these points of access, many low-income individuals are unable to receive quality healthcare during the pandemic and forgo care. Unmanaged chronic conditions are the "[collateral damage](#)" of COVID-19 and these impacts disproportionately impact low-income families.

In order to ensure that low-income populations are not further left behind due to the pandemic, several actions need to be taken.

CONTINUE WITH AND DON'T REVERSE COVID-ERA ADVANCES.

COVID-19 has [massively increased telehealth use](#) and [increased the ability to bill for it](#), especially in [federally qualified health centers \(FQHCs\)](#). FQHCs are an indispensable resource when it comes to providing healthcare and other resources to low-income populations. It is important that we do not lose advancements in the ability to use and bill for telehealth that have been supported by emergency policy, especially as we move forward in the future post-COVID-19. These advancements have helped increase access, although more testing and research needs to be done in order to ensure efficacy. Ensuring policies will be continued to healthcare providers (as well as ensuring quality and user experience) [will encourage investment in perfecting telehealth as well as building infrastructure to ensure future access](#).

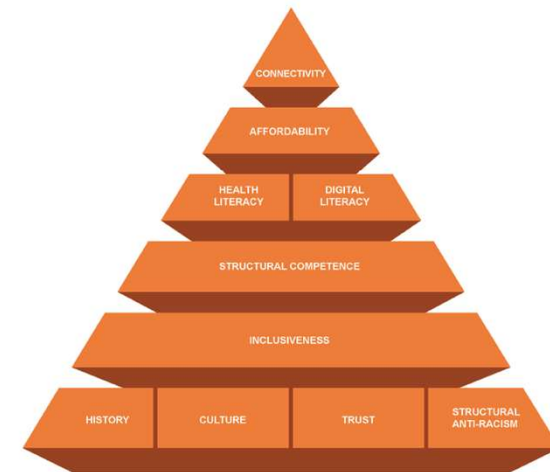
Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: A Framework for Eliminating Health Disparities Using Telehealth
- The ATA Advisory Group advanced a framework that illustrates the different levers and elements that the industry needs to address to eliminate health disparities
- Developed by **American Telehealth Association (ATA)**
- Resource Link:
<https://www.americantelemed.org/resources/a-framework-for-eliminating-health-disparities-using-telehealth/>

Training Guidance

Exhibit 1:

A Framework for Eliminating Health Disparities Using Telehealth



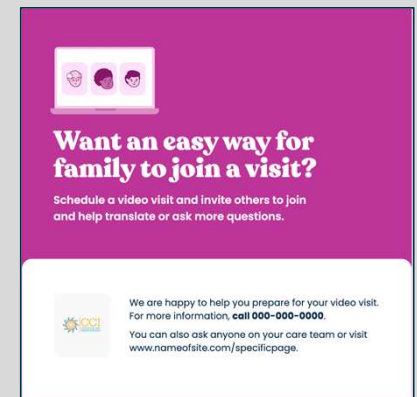
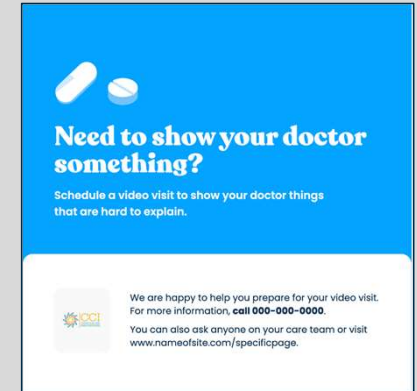
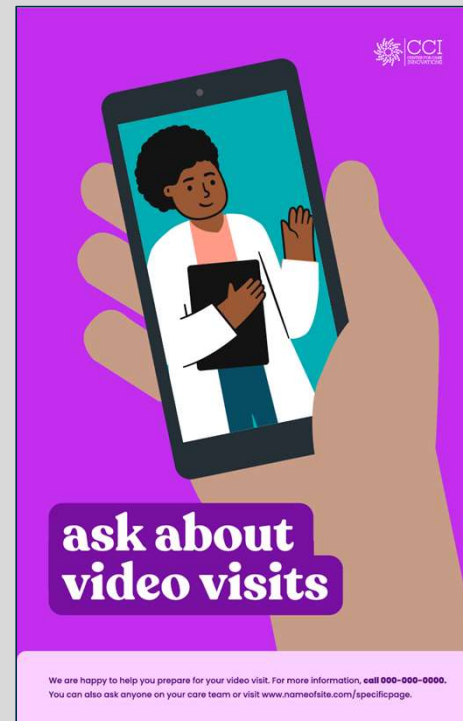
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1. Centers for Medicare & Medicaid Services (CMS). (December 16, 2020). National Health Expenditures Fact Sheet. Retrieved from <https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/NationalHealthExpendData/NHE-Fact-Sheet>
2. Eric C. Schneider, E.C., Shah, A., Doty, M.M., Tikkanen, R., Fields, K., Williams II, R.D. (August 4, 2021). Mirror, Mirror 2021: Reflecting Poorly Health Care in the U.S. Compared to Other High-Income Countries. The Commonwealth Fund. Retrieved from <https://www.commonwealthfund.org/publications/fund-reports/2021/aug/mirror-mirror-2021-reflecting-poorly>

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Customizable TeleVisit Materials - Poster, Handout, and Digital Graphics
- Customizable televisit poster, handout, and digital graphics that health centers can tailor to their patients
- These can be useful materials for those that need assistance with setting up access to telehealth visits
- Developed by **Center for Care Innovations (CCI)**

Training Guidance



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Telehealth Visit Patient Info Sheet
- One-page patient handout about how to prepare and what happens during a telehealth visit, available in both English and Spanish
- Developed by **The FQHC Telehealth Consortium**
- Resource Link:
<https://playbook.fqhctelehealth.org/wp-content/uploads/2021/05/Patient-Info-Sheet-Consortium.pdf>

Training Guidance

FQHC TELEHEALTH CONSORTIUM
Bridging the health equity divide.

Telehealth for You

What is Telehealth?

- Telehealth allows you to meet with your provider using your phone, computer, or other device.

How can I prepare for my visit?

- Make sure you know how to connect to your telehealth visit using your phone, computer, or other device.
- You will likely need internet access or a data plan on your phone to connect to your visit.
- Write your questions down before your visit.
- Make sure you are sitting in a comfortable and private area.
- Have a pen and paper with you to write notes.

What happens during the visit?

- Your provider will ask questions just like during a typical face-to-face visit.
- Share information about your health, such as new or existing concerns.
- Ask questions if you do not understand or need more information.

COMMUNITY CARE COOPERATIVE **Massachusetts League of Community Health Centers**

Adapted from the Primary Care Development Corporation Telehealth for Patients Info Sheet

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Telehealth Navigator Job Description
- A sample job description for a Telehealth Navigator
- Developed by **The FQHC Telehealth Consortium**
- Resource Link:
<https://playbook.fqhctelehealth.org/wp-content/uploads/2021/06/Telehealth-Navigator-job-description.pdf>

Training Guidance

Telehealth Navigator Job Description (sample)

Background

Telehealth has been embraced throughout the COVID pandemic by patients and providers for its convenience and ease of access. Federally Qualified Health Centers (FQHCs) have seen reduced numbers of “no shows” and cancellations, especially in Behavioral Health (both mental health and substance use disorder). For many patients, however, especially those served by FQHCs, there are many barriers to effectively accessing telehealth and, in particular, tele-video visits and remote patient monitoring (RPM). These include:

- Reliable access to broadband internet
- Reliable access to smartphones and/or computers
- Reliable access to private spaces to carry out telehealth visits
- The need, in many instances, to add interpreters to appointments
- Understanding and engagement with telehealth as a safe and effective modality of care
- Digital literacy in general and knowledge of the telehealth interface, specifically

At the same time, providers report that they spend a great deal of time educating patients on the usefulness and pragmatics of telehealth, education that could easily and perhaps even more effectively, be carried out by others on the care team. Providers also report that they typically conduct these telehealth appointments on their own, rather than with the care team supports they have in place for in-person visits.

Telehealth Navigator Role & Responsibilities

The Telehealth Navigator is a specialized role developed to address patients’ and communities’ digital access barriers and telehealth opportunities. The Navigator will be trained on a set of resources focused on educating patients on how to initiate and participate in a telehealth visit and, if needed, how to use remote patient monitoring equipment. The Navigator may be recruited from existing health center staff, such as Community Health Workers, and/or from the communities served.


The Telehealth Navigator will engage with patients in a variety of ways, depending on the needs of the patient and/or the FQHC, including:

- Calling patients in advance of scheduled telehealth visits to ensure they are trained and confident in their ability to participate, and to confirm availability for the visit
- Ensuring that their equipment is working and that they can access the technology
- Arranging to add interpreters to telehealth visits, if needed
- Reaching out to patients who are overdue for a visit
- Scheduling telehealth visits and providing associated training
- Providing training on remote patient monitoring equipment
- Providing education for patients on-request by providers
- Providing community-based education through outreach and engagement with local, community-based organizations.

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Telehealth Consortium Member CATI Questionnaire
- Sample patient experience survey for telehealth visits
- Includes questions to assess if the patient was able to easily join the visit and if they had any technological issues throughout the visit
- Developed by **Community Care Cooperative & FQHC Telehealth Consortium**
- Resource Link:
<https://playbook.fqhctelehealth.org/wp-content/uploads/2021/05/C3-Telehealth-Consortium-Questionnaire-Eng-v20.1.4.pdf>

Training Guidance



COMMUNITY CARE COOPERATIVE
Telehealth Consortium Member CATI Questionnaire - English
Telehealth Experience and Sustainability Evaluation

Hello, may I please speak with <<Patient Name>>/the parent or guardian of <<Patient Name>>?

Good morning/afternoon/evening, my name is ____ and I am calling on behalf of <<CHC Name>>. Our records show that you have been a patient of <<CHC Name>> since <<Date of Registration>> and have recently received telehealth phone or video medical/dental/behavioral health patient care. Would you be willing to answer a few questions about your preferences and your most recent experiences as a patient?

[If Yes] Great, thank you. The results of this short confidential survey will be used to help improve future patient care.

(1) Our records show that you have had a **video or phone-based** telehealth medical/dental/behavioral health consultation with <<CHC Name>> in the last three months? Is this correct?
 Yes No - End Call Script Not Sure - End Call Script
(A) [If Yes] Was your last consultation by phone, video, or a combination of both phone and video?
 Phone Consultation Video Consultation Phone and Video Consultation Not Sure
(i) [If Phone-Based or Not Sure] Do you think that the consultation you had would have been better if you and the provider had been able to see one another by video?
 Yes No Not Sure
(ii) [If Phone Based or Not Sure] With some instruction, do you think that you would be able to have a video-based consultation through your smartphone, computer, or tablet in the future if this is available?
 Yes No Not Sure

(2) When you scheduled your last telehealth care consultation, did you contact the center or did the center contact you to schedule the appointment?
 I contacted the center The center contacted me Not Sure

(3) The last time you scheduled a telehealth care medical/dental/behavioral health consultation, was this for a sudden or unexpected need or for a routine consultation?
 Sudden unexpected need Routine consultation Not Sure
(A) [If Routine Consultation] Was this routine consultation for a check-up or was it a follow-up to a previous visit or ongoing medical/dental/behavioral health concern?
 Check-up Follow-up to previous visit For ongoing concern Not Sure

The Crossroads Group, Inc. Page 1 of 3 Measurable Improvement Solutions





Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: NextGen Virtual Visits Patient Poster
- NextGen virtual visits marketing poster for patients summarizing the benefits of participating in a virtual visit
- Developed by **NextGen**

Training Guidance



Now Offering Virtual Visits

-  **Reduce spread of COVID-19.** Receive care at home. Protect your health and reduce your exposure.
-  **Take less time off work.** See your provider during a break, or before/after work.
-  **Skip the waiting room.** Save time and feel more relaxed in your own setting.
-  **Stay in touch.** Meet your provider more often and better manage your health.
-  **Reduce unnecessary travel.** Save time and money.

Ask us about making your next visit virtual!


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Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: NextGen Virtual Visits Patient Brochure
- NextGen virtual visits marketing brochure for patients summarizing what a virtual visit is and how to request one
- Developed by NextGen

Training Guidance



Now Offering Virtual Visits

Virtual visits are just like office visits, but allow you to visit your provider via video from the comfort of your home. All you need is a web-enabled device with a working camera and microphone.

Ask for a virtual visit when scheduling your appointment.

Virtual visits help you:



- **Reduce spread of COVID-19**
Receive care at home. Protect your health and reduce your exposure to the coronavirus.
- **Take less time off work**
See your provider during a break, or before/after work.
- **Skip the waiting room**
Avoid the wasted time and contagion of a waiting room.
- **Stay in touch**
Meet your provider more often and better manage your health.
- **Reduce unnecessary travel**
Virtual visits allow you to save time and money on travel.

Use virtual visits for:

- Concerns about coronavirus symptoms
- Appointment follow-ups
- Symptom screening
- Medication review/refills
- Managing chronic health conditions
- Behavioral health sessions

There are many uses for virtual visits. Talk with your practice today to see how virtual visits can meet your needs.

Once scheduled, you will receive an email from noreply@ottohealth.com, or text message, with the visit link to join. There's no app to download or password to remember.

HOW IT WORKS

1. Schedule a visit as you normally would.
2. Text your device prior to appointment using the link in your email.
3. Look for the reminder email or text message to find your visit link.
4. Complete any prompted questions. Then click the "Join Visit" button.
5. See your provider.
6. Go on with your day.


With just one click, you can now see your provider anytime, anywhere.

Works with these devices:

- Computer/Laptops: Safari, Firefox, Google Chrome
- iPhone/iPad: Safari
- Android/ tablet: Google Chrome

Communicate by video with your doctor using this telehealth platform from OTTO Health, a NextGen Healthcare solution.

Contact your healthcare provider for more information.



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: NextGen Telehealth Preparedness Checklist
- Provides tips for telehealth visits that get your practice and patients prepared for successful NextGen virtual visits
- Developed by **NextGen**

Training Guidance

TIPS FOR TELEHEALTH

Get your practice and patients prepared for successful virtual visits. These tips apply to all EHRs.

Get the word out

Educate your patients:

- ✓ Create a telehealth information landing page. Link from your homepage and include these resources:
- ✓ Telehealth **poster** for patients (personalized brand version available)*
- ✓ Patient-facing educational **video**—this short, fun video can help familiarize your patients with the telehealth experience
- ✓ Include telehealth in your Google Business Profile—[see guide](#)
- ✓ Use your practice's Facebook, Instagram, and LinkedIn accounts to promote virtual visits
- ✓ Develop an email plan to inform patients and share the listed resources—see email template
- ✓ If your practice has texting capabilities, let your patients know via text that you offer virtual visits and include instructions on how to schedule an appointment
 - Example text: [Insert Practice/Provider Name] offers virtual visits so you can see your doctor from your home or when on the go through your mobile device or computer. Call [insert practice number] to schedule today or visit [practice URL leading to the information] to learn more.

* Customizable Brochure and Poster Options
These are all live on the print-on-demand site and available for printing or digital downloads. Both require a small fee but the digital version is free with any print order.

Set your *practice* up for success

Practical steps:

- ✓ Create a messaging script to help you communicate consistently with each patient you meet with virtually
- ✓ Become familiar with any EHR short-cuts to make documentation during the virtual visit more efficient
- ✓ Develop a contingency plan and determine who to call if there are technical issues

Set your *patients* up for success

These resources can help your patients engage successfully in virtual visits:

- ✓ Patient QuickStart Guide
 - ✓ Device and Connection Guide
- Available in the **Success Community**. To learn more about the Success Community, visit [Pathway](#).
These guides are also available on the [OTTO Health](#) website.
Visit the NextGen Healthcare [Virtual Visits](#) Page for updates.
- ✓ [Tech support](#) webpage



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Unity Health Care Telehealth Risk Assessment Tool
- This comprehensive tool allows for the complete assessment of seven dimensions to prevent, identify, and manage clinical risks associated with developing, implementing, and maintaining a telehealth program
- Developed by **Unity Health Care**

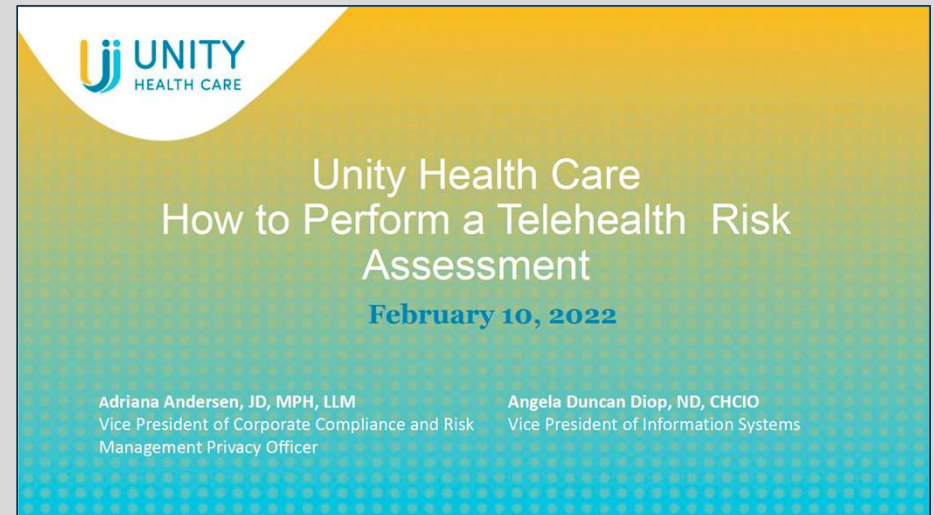
Training Guidance

Unity Health Care Telehealth Risk Assessment		
Rationale and Purpose		
In light of the COVID-19 pandemic, telehealth became a preferred method for the provision of health care. As the expansion of telehealth continues, robust clinical, operational, and technical telehealth processes are necessary in order to increase patient safety and limit risk.		
Methodology		
Unity Health adopted the methodology and framework of the ECRI (Emergency Care Research Institute) telehealth risk assessment tool issued in the summer of 2020. The comprehensive approach of this tool allows for the complete assessment of seven dimensions to prevent, identify, and manage clinical risks associated with developing, implementing, and maintaining a telehealth program. Each strategy will be assessed under three categories: 1) Completed, 2) In progress, and 3) Needing. Action items will be proposed to address the completion of the strategies at Unity.		
Dimensions	Strategies	Leader
1 Telehealth Program Development	6	Clinical Operations
2 Privacy, Security, and Confidentiality	4	Compliance and Risk Management
3 Patient Education and Informed Consent	5	Operations
4 Credentialing and Privileging	3	Human Resources
5 Equipment & Technology	5	IT Security
6 Provider and Staff Education	4	Operations
7 The Conduct of the Telehealth Visit	5	Clinical Operations/Patient Experience
Total	32	
Time Frame	July - August 2020	
<p>► Methodology Program Development Patient Sec. & Confidentiality Patient Edu. & Consent Credentialing & Priv Equip. & Tech. Provider Staff Edu</p>		

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Unity Health Care: How to perform a Telehealth Risk Assessment
- A presentation from Unity Health Care on how to utilize their Telehealth Risk Assessment Tool
- Developed by **Unity Health Care**

Training Guidance



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Community Resource Center Appointment Scheduler
- Access free Wi-Fi for telehealth appointments
- L.A. Care Family Resource Center offers free Wi-Fi from a private room at one of their centers for individuals to attend virtual medical appointments using their own mobile device, as well as access other health plan member services
- Developed by **L.A. Care Health Plan and Blue Shield of CA Promise Health Plan**
- Resource Link:
https://visitcrc.lacare.org/s/?language=en_US

Equipment

Community Resource Center Appointment Scheduler

Welcome to L.A. Care/Blue Shield Community Resource Center appointment scheduling tool. First, please select which location you would like to visit. Once you have your location, please choose a program by clicking "Book Now"

Location
Wilmington - 911 North Avalon Blvd Wilmington, CA 90744 - 213-428-1490

Program/Resource
Items Per Page: 5 Search

ACTION	PROGRAM ↓	START DATE	END DATE	LOCATION	MEMBER EVENT
Book Now	Telehealth - Non L.A. Care Memb...	3-Jan-2022	30-Dec-2022	Wilmington	No
Book Now	Telehealth - L.A. Care Member	3-Jan-2022	30-Dec-2022	Wilmington	Yes
Book Now	Telehealth - Blue Shield Promise ...	3-Jan-2022	30-Dec-2022	Wilmington	Yes
Book Now	Health Navigator Services	3-Jan-2022	30-Dec-2022	Wilmington	Yes
Book Now	Enrollment Services	3-Jan-2022	30-Dec-2022	Wilmington	No



Section 3

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

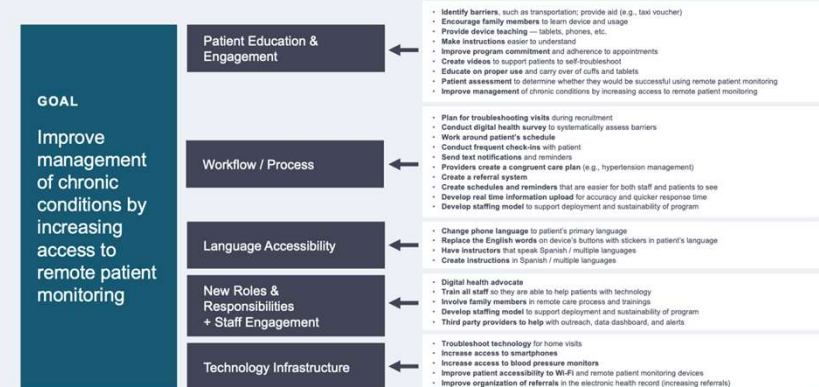


Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Remote Patient Monitoring Driver Diagram
- Driver diagram developed by CCI to assist health centers on how to improve management of chronic conditions by increasing access to remote patient monitoring
- Developed by **Center for Care Innovations (CCI)**
- Resource Link: https://www.careinnovations.org/wp-content/uploads/driver_VCIN_RPM.png

Workflows and Scripts

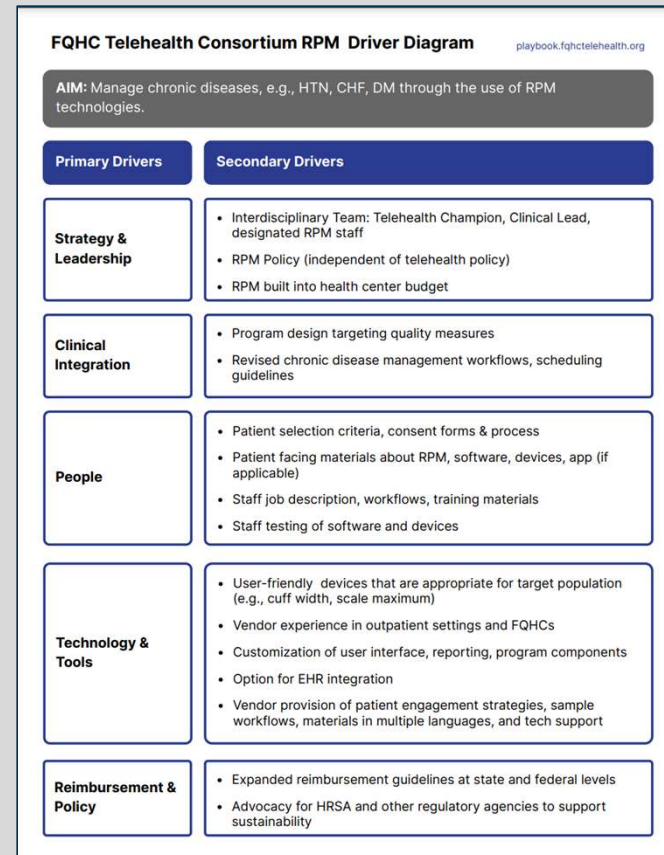
Remote Patient Monitoring (RPM)



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: FQHC Telehealth Consortium RPM Driver Diagram
- Driver diagram developed specifically for FQHCs looking to manage chronic diseases, e.g., HTN, CHF, DM, through the use of RPM technologies
- Developed by **The FQHC Telehealth Consortium**
- Resource Link: <https://playbook.fqhctelehealth.org/wp-content/uploads/2021/06/RPM-Driver-Diagram.pdf>

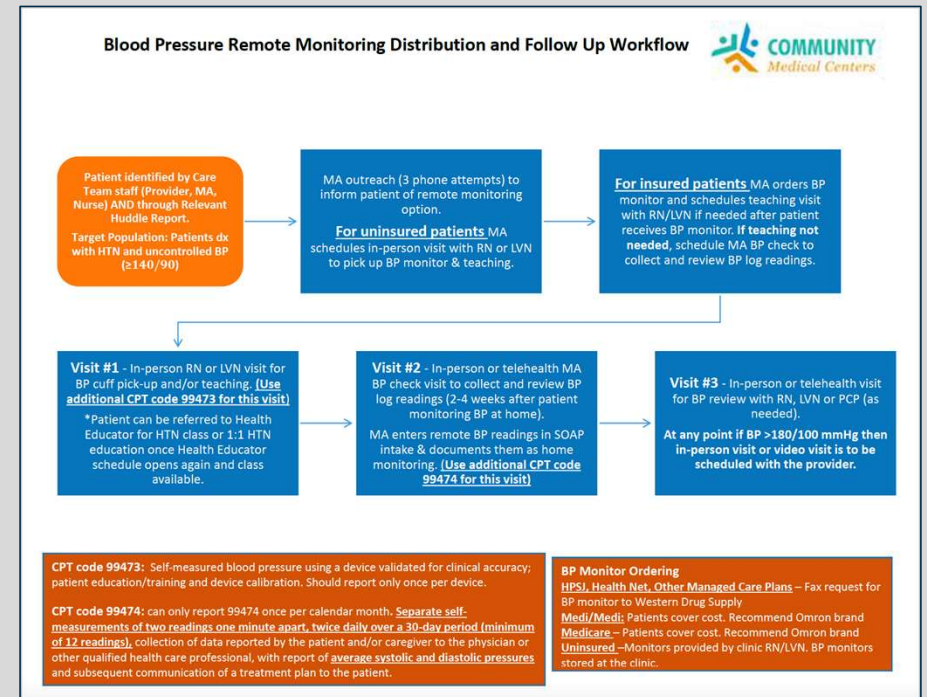
Workflows and Scripts



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Blood Pressure Remote Monitoring Distribution and Follow Up Workflow
- Workflow on administering RPM blood pressure devices and how to follow up with those patients after handing out the devices
- Developed by **Community Medical Centers**
- Resource link: [Click here](#)

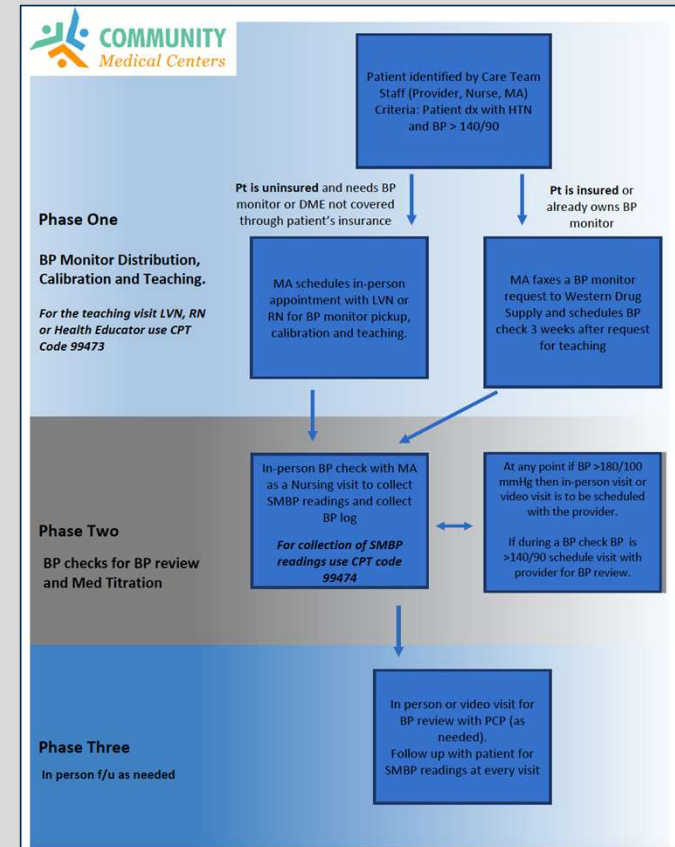
Workflows and Scripts



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Phased Self-Measure Blood Pressure Device Workflow
- Sample workflow broken into three phases for when you are distributing blood pressure devices to patients
- Developed by **Community Medical Centers**
- Resource link: [Click here](#)

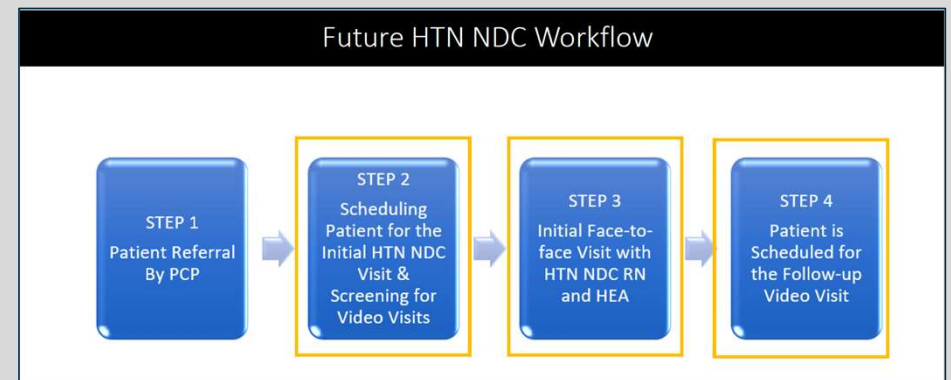
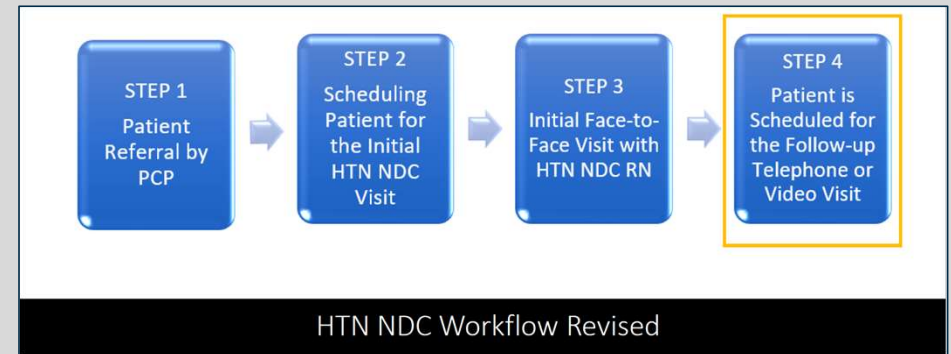
Workflows and Scripts



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Implementing Video Visits in the Hypertension Nurse Directed Clinic (HTN NDC) Workflows
- Workflows guiding staff on how to schedule video visits under a hypertension nurse directed clinic
- Developed by **Los Angeles County Department of Health Services (LAC DHS)**
- Resource Link: [Click here](#)

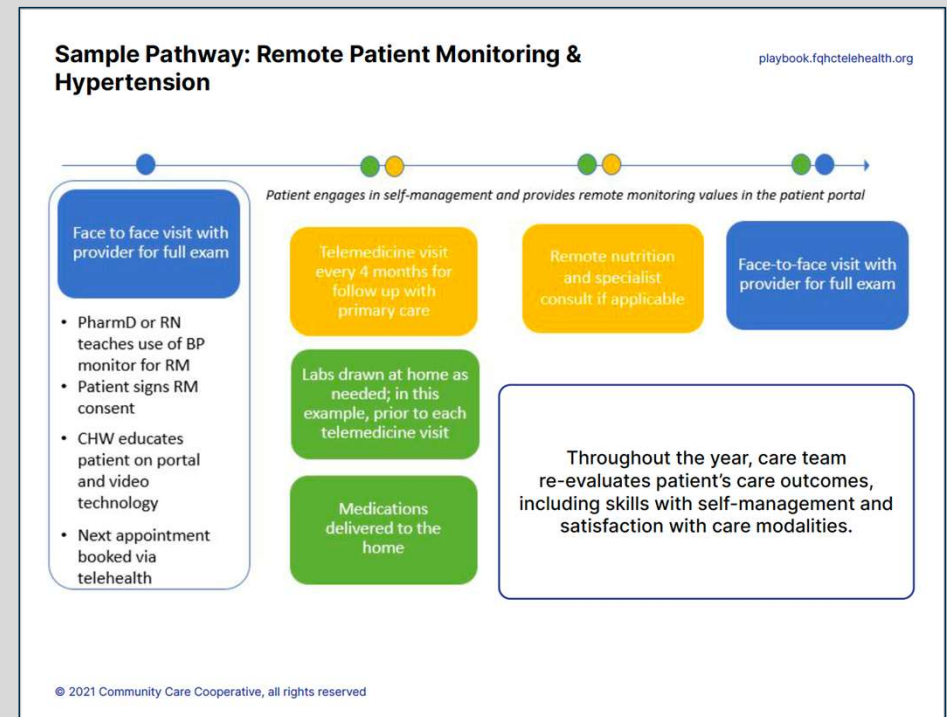
Workflows and Scripts



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Sample Pathway: Remote Patient Monitoring & Hypertension
- Sample pathway/workflow on utilizing RPM and hypertension and a clinical pathway for virtual care and hybrid models
- Developed by **The FQHC Telehealth Consortium**
- Resource Link:
<https://playbook.fqhctelehealth.org/wp-content/uploads/2021/05/RPM-Pathway.pdf>

Workflows and Scripts



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

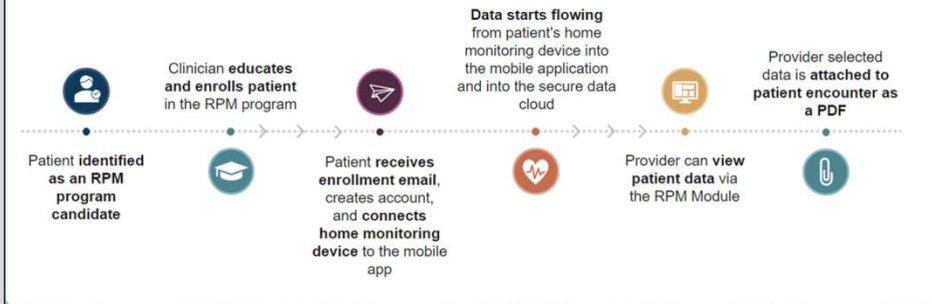
- Resource: NextGen Remote Patient Monitoring Workflow
- Workflow visualization for NextGen's RPM solution
- Developed by **NextGen**

Workflows and Scripts

RPM Workflow (workflow visualization)

Q. How are my patients notified that they are invited to enroll in an RPM program?

A: The RPM module sends email invitations to the patient automatically. With Communication Customization, you can change the content of the email invite and consent information, as well as configure goals specific to the patient's needs.



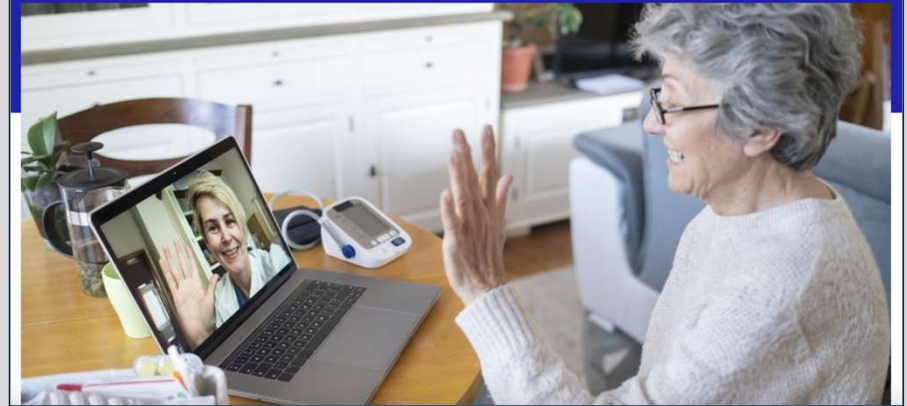
Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Five Strategies for Building an Equitable and Low-Tech Remote Patient Monitoring Program
- Article shares that when building a robust RPM approach, organizations should consider five strategies for ensuring their RPM solution is scalable, equitable and low-tech
- Five strategies include: Bridging the Digital Divide, High Quality without High Costs, Casting a Wide Net for Successful Scaling, Considering Staff Time and letting RPM Compliment your Transition to Value-Based Care (VBC)
- **Developed by Healthcare Information and Management Systems Society (HIMSS)**
- Resource Link: [Click here](#)

Training Guides and Education

Five Strategies for Building an Equitable and Low-Tech Remote Patient Monitoring Program

by Erika Halsey, MPH, Senior Account Manager, CareSignal



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Low-Tech Solution to High Blood Pressure Problems
- Two health organizations, Community Medical Centers and Northeast Valley Health Corporation, met with success at clinic sites using an “unconnected” remote monitoring system, in which patients manually track and report their blood pressure (BP) checks
- Developed by **Center for Care Innovations (CCI)**
- Resource Link:
<https://www.careinnovations.org/resources/low-tech-solution-to-high-blood-pressure-problems/>

Training Guides and Education

LESSONS LEARNED

- Remind patients with non-connected blood pressure monitors to be prepared to take and report blood pressure readings during telephone or telehealth visits.
- Prompt patients and health care teams — through text messaging patients and staff reminders — to improve the likelihood that the patient's BP value is documented in the medical record. Note: Not all patients are able to receive texts, which can impact this strategy.
- Inform care team staff that a patient has a home blood pressure monitor and train teams to properly document the readings in the electronic health record.
- Establish workflows to outline the roles and responsibilities around referral, distribution and instruction of blood pressure monitor home use via care team members, including providers, health educators, and family medicine care coordinators.
- Fail fast and move on: Not all interventions — including small group Zoom instruction classes — are efficient and effective, despite best efforts. Keep going!

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Remote Patient Monitoring for Medicaid/Duals Populations: Closing the Digital Divide
- Article dives into eight strategies for designing inclusive RPM products at your health organization
- Provides details on an RPM Case Study conducted at STRIDE Community Health Center in Colorado
- Developed by **Deloitte**
- Resource Link: [Click here](#)

Training Guides and Education

Eight strategies for designing inclusive RPM products

Whether designing a suite of RPM products, or evaluating one with a partner, health organizations should ensure a focus on health equity and inclusivity. RPM products should account for some of the unique challenges that Medicaid and duals populations often face.



- **Consider the drivers of health:** In our recent [article](#), we noted that the drivers of health (e.g., social, economic, and environmental factors) contribute to 80% of health outcomes. Deloitte's 2020 health care consumer survey found that Medicaid beneficiaries were most likely to say they faced challenges with having enough money for food (47%) and being able to pay for housing (51%). Health organizations should try to design RPM solutions that effectively capture these drivers of health.
- **Consider medical and behavioral health conditions or risk factors that disproportionately impact Medicaid and duals populations:** Our 2020 consumer survey found that 71% of Medicaid beneficiaries feel nervous or anxious, and 65% said they are sad or depressed. Low-income American adults also tend to have higher rates of heart disease, diabetes, stroke, and other chronic disorders compared to wealthier Americans. RPM offerings should be designed for a broader set of risk factors that can impact Medicaid and duals beneficiaries. The whole person's health should be at the center.

- **Help navigate gaps in digital literacy:** Only about half of low-income Americans are digitally literate.³ Health organizations should create a simple, intuitive experience written at the appropriate reading level (e.g., 4th grade) and available in multiple languages. Not requiring users to create profiles, or online sign-ups, could also help increase adoption.
- **Consider state-specific agendas:** Health organizations should help ensure that RPM solutions are designed to address key state-specific objectives. Organizations that are willing to move the needle on health equity and drivers of health are likely to be most successful, as our colleagues Ben Jonash and Olga Karlinkaya indicated in their recent blog on [winning and retaining Medicaid contracts](#).
- **Drive Accountability:** Health organizations should define quality, operational, clinical, and health-equity metrics as part of their RPM program. These metrics should be tied to partnership contracts and value-based care initiatives when appropriate. Moreover, data from the program should be continuously monitored to ensure any unintentional biases are addressed, particularly in solutions that use AI to evaluate and risk-stratify the population.

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Self-Measured Blood Pressure Device Accuracy Test Guide
- Steps on how to test the accuracy of a patient's self-measuring blood pressure device
- Many additional blood pressure materials at the link below
- Developed by **American Heart Association (AHA)** and **American Medical Association (AMA)**
- Resource Link:
https://heartstroke.health.nd.gov/image/cache/AMA_Handouts.pdf

Training Guides and Education

TARGET: **BP** |  

Self-measured blood pressure Device accuracy test¹

A patient's self-measured blood pressure (SMBP) monitoring device should be tested before it is used as part of an SMBP program. Also test the device annually or any time blood pressure readings are questionable.

Step 1

Complete the table below.
Care team should take five blood pressure readings using a combination of the patient's SMBP device and the office's method of blood pressure measurement.

Measurement	Device	Systolic blood pressure (SBP)							
A	Patient's		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="font-size: x-small;">SBP Example</th> </tr> </thead> <tbody> <tr><td style="text-align: center;">133</td></tr> <tr><td style="text-align: center;">132</td></tr> <tr><td style="text-align: center;">141</td></tr> <tr><td style="text-align: center;">134</td></tr> <tr><td style="text-align: center;">139</td></tr> </tbody> </table>	SBP Example	133	132	141	134	139
SBP Example									
133									
132									
141									
134									
139									
B	Patient's								
C	Office's								
D	Patient's								
E	Office's								

Step 2

Part 1: Average measurements B and D

Part 2: Compare average of B and D to measurement C

Part 3: If the difference is ...

- **Less than 5 mm Hg**, this device can be used for SMBP
- **Between 6 and 10 mm Hg**, proceed to Step 3
- **Greater than 10 mm Hg**, replace the device before proceeding with your SMBP program

Example
 Part 1: $(132 + 134) / 2 = 133$
 Part 2: $133 - 141 = 8$ (note: if the difference is a negative number, ignore the negative sign)
 Part 3: Difference is 8, which is between 6 and 10 mm Hg, so proceed to Step 3

Step 3

Part 1: Average measurements C and E

Part 2: Compare average of C and E to measurement D

Part 3: If the difference is ...

- **Less than or equal to 10 mm Hg**, this device can be used for SMBP
- **Greater than 10 mm Hg**, replace the device before proceeding with your SMBP program

Example
 Part 1: $(141 + 139) / 2 = 140$
 Part 2: $140 - 134 = 6$ (note: if the difference is a negative number, ignore the negative sign)
 Part 3: Difference is 6, which is less than or equal to 10 mm Hg, so proceed with SMBP program

¹ Equiz et al. A Novel and Simple Protocol for the Validation of Home Blood Pressure Monitors in Clinical Practice. *Blood Press Monit*. 2012;17(5):210-213.
 © 2018 American Medical Association. All rights reserved. 10-01201231-16

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Remote Patient Monitoring Policy
- Sample clinic remote patient monitoring telehealth policy
- Developed by **Community Health Center of Cape Cod**
- Resource Link: [Click here](#)

Training Guides and Education

General Clinical Policies
3.1.10 Referrals Tracking

REMOTE PATIENT MONITORING – 12.10

RATIONALE Community Health Center of Cape Cod strives to improve overall health and wellness of patients through the provision of high quality, integrated health services and recognizes the importance of patient engagement and responsibility in achieving optimal health goals. Technology has continued to evolve and there are now tools available for patients to monitor themselves, collect data about their health at various points throughout the day, then electronically transmit secure data in messages to their clinicians or technicians.

Self-monitoring is an effective strategy for chronic disease management. Self monitoring of such things as blood pressure and glucose, weight management and other screening/tests may improve patient engagement, provide important health data in between office visits and improve quality outcome and total cost of care.

POLICY

1. Eligibility: RPM services rendered to patient with acute /chronic comorbidities such as hypertension, obesity and uncontrolled hypertension.
2. Patients are required to use their own smartphone or tablet and log into an app at least weekly
3. Practitioner may furnish RMP service remotely, collect and analyze physiological data with acute and chronic conditions.
4. RMP is for establish patients only.
5. Physicians and non-physician that are eligible to bill can order RMP for their patients.
6. There should be interactive communication with the patient for the course of the month.
7. Patient should have at least one scheduled office visit follow up per month (20 minutes/per month)
8. Provider will identify the patient that qualify for RMP and initiate the set up for RMP with nursing staff.
9. As long as CHC is able to fund the purchase of replacement equipment and the patient is below 200% of the Federal Poverty Level, patients will be offered to keep the equipment at the time the team decides to graduate them from the monitoring program.

Nurse/LPN/MA responsibilities will include:

- a) Clean and prepare the devices for distribution to patients
- b) Collect signed consent form from patient and save to scan folder to be uploaded to Epic
- c) Download monitoring app on patient's smart phone

Community Health Center of Cape Cod
Rev. 6/10/2021

General Clinical Policies and Protocols

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Safer at Home: Using Remote Patient Monitoring for Patient Care
- This resource describes how telehealth, with a focus on Remote Patient Monitoring, is being used during the COVID-19 public health emergency to help keep patients safe at home
- Highlights areas on planning, implementation and financial sustainability
- Developed by **HITEQ**
- Resource Link: [Click here](#)

Training Guides and Education

Tool to get you started:

Figure 2. Use [this self-measured blood pressure monitoring \(SMBP\) model design checklist with key questions](#) to successfully plan out your SMBP program.

SMBP Scope	Key SMBP Staff	SMBP Patient Identification/Support Activities.	SMBP Data Management	Community Linkages
<p>Who is your target population?</p> <p>Home BP Monitors</p> <ul style="list-style-type: none"> - Will monitors be loaned or provided to keep? OR, will patients be asked to purchase them? - How many monitors are needed? - Where will funding for the monitors and additional staff time come from? - Do local insurers cover monitors? - If loaned, how long may patients keep monitors? - What controls are in place if patients do not return monitors? - How are monitors inventoried and managed, and where are they physically stored? 	<p>SMBP Coordinator</p> <ul style="list-style-type: none"> - Does she/he have the authority, time, and skills to coordinate all aspects of the program? If not, how will you address? <p>SMBP Trainers</p> <ul style="list-style-type: none"> - Do you have enough trainers to be available daily? - SMBP clinical champion - Do you have a champion for every implementation site? - Do they have the time to invest to facilitate program success? - Is she/he open to change and new ideas? - Is she/he a key influencer to others? 	<p>Patient Identification</p> <ul style="list-style-type: none"> - How will patients be identified? Registry queries and outreach calls? And/or at the point of care based on selection criteria? - How will you know if appropriate patients are being identified and offered SMBP? <p>Patient Communication</p> <ul style="list-style-type: none"> - Who on the care team recommends SMBP? - Who will provide outreach support for SMBP patients? <p>SMBP Training and Follow-up</p> <ul style="list-style-type: none"> - Who trains the patient on SMBP? - How will the patient connect with the SMBP trainer? (e.g., warm handoff, follow-up visit)? - Is the initial follow up appointment a telehealth encounter or a face to face visit? 	<p>How will SMBP data be recorded, transmitted, and managed?</p> <ul style="list-style-type: none"> - How will patients record/share data back with the care team? - Do providers want SMBP averages only or individual BP readings as well? - Who is responsible for preparing and managing SMBP data? - Where will staff document SMBP data? EHR? Population Health Management System? Spreadsheet? 	<p>What role could community partners play to support or optimize the efficiency/capacity of your SMBP efforts?</p> <ul style="list-style-type: none"> - Supply funds to purchase home BP monitors? - Provide SMBP trainers? - Conduct outreach calls? - Supply SMBP support programs? - Supply lifestyle management educators/programs? - Coordinate or supply transportation resources? - Coordinate or supply food security resources?

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Mid-Atlantic Telehealth Resource Center Community Response Toolkit: Leveraging Telehealth for Home-Based Populations
- A toolkit that provides best practices and suggestions on leveraging RPM devices and other technological devices for home-based patient populations
- Developed by **Mid-Atlantic Telehealth Resource Center (MATRC)**
- Resource Link: <https://www.matrc.org/wp-content/uploads/2022/02/MATRC-UVA-Toolkit-RPM.pdf>

Training Guides and Education



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: NEVHC Blood Pressure Monitor Zoom Instructional Class Consent Form
- Sample consent form for participating in a Zoom instructional class
- Developed by **Northeast Valley Health Corporation (NEVHC)**
- Resource Link: [Click here](#)

Training Guides and Education

The screenshot shows a web-based consent form for a Zoom instructional class. At the top left is the NEVHC logo. The header text reads "Northeast Valley Health Corporation a californiah^h center". The title of the form is "Blood Pressure Monitor Instructional Class ZOOM Registration Consent Form". Below the title is a "Meeting Registration" section with social media icons for Facebook, Twitter, LinkedIn, and Email. The form contains the following text:

Topic: Blood Pressure Monitor Instructional Class

Description: Blood Pressure Monitor Instructional Class is a Telehealth (video and audio) group class. Telehealth involves the use of audio, video, or other electronic communications to interact with you. During this telehealth visit, you will be in a group with other patients who may share personal health information. You may also be asked to share your own personal health information with the educator and other members of the group during the telehealth visit. Sharing personal health information is an essential component of participating in health education classes. If you do not wish to share personal health information with other patients, please inform your educator as soon as possible and indicate on this form that you do NOT agree. Alternative arrangements will be made to address your health care education needs. If you do choose to participate, the information shared will be used to help you and other group members learn about and improve your health. The benefits of telehealth include having access to health information at a time or location that may be easier for you to access.

A possible risk, in rare occasions, may be a possible failure in the system's security causing a breach in privacy. All participants in group classes will be instructed not to share other patients' personal health information outside of the group. However, NEVHC cannot guarantee that such disclosures will not occur. All existing confidentiality protections under federal and California law apply to information used or disclosed during your telehealth class/consultation.

At any given time, now or in the future, you may choose to opt out of group telehealth classes and request an alternative way to receive health education services. Please contact the health education for additional information and questions at 818-270-9508.

I have read the statement above and understand the information provided.

Title: Feb 10, 2023 02:30 PM in Pacific Time (US and Canada)

Registration fields include:

- First Name* (text input)
- Last Name* (text input)
- Email Address* (text input)
- Confirm Email Address* (text input)
- Phone* (text input)

A checkbox section reads: "I also understand that I will not share other patients' information outside of this group and that I have the right to withhold or withdraw my consent to the use of telehealth in the course of my care at any time." Below this is a "Choose One..." dropdown menu.

* Required information

Register (button)

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Blood Pressure Monitor Agreement Form
- Sample SMBP device agreement/consent form in English and Spanish
- Developed by **Northeast Valley Health Corporation**

Equipment

Blood Pressure Monitor Agreement Form

Clinic Site: _____ BP Monitor NEVHC Number: _____

The goal of this agreement is to support and empower the patient to use their Blood Pressure Monitor on a regular basis in order to improve blood pressure control.

I, the **patient**, agree to do the following:

1. Use my blood pressure monitor as instructed by my NEVHC Care Team member.
2. Record my results in a paper blood pressure record (log).
3. Share with my Provider or Care Team member my results in real-time during a telehealth (video) or telephone visit (if applicable).
4. Contact my NEVHC Care Team member if my results are abnormal.

The NEVHC Care Team member agrees to do the following:

1. Encourage my patient to use their device at our regularly scheduled appointments so that they can improve their blood pressure.
2. Ensure my patient receives education on how to use their Blood Pressure Monitor.

I have read and understand the terms listed above. I have asked any questions that I may have. I agree to follow this agreement, and understand what can happen if I do not.

My preferred method of contact is (check all that apply):

Phone E-mail

Participant Name (Print) _____ Signature of Participant _____ Date _____

TO BE COMPLETED BY NEVHC CARE TEAM MEMBER


Patient was instructed on how to use the Blood Pressure Monitor and the patient was able to demonstrate understanding of the instruction.

YES
 NO, I scheduled the patient for a blood pressure monitor instruction with Health Education on ___/___/___

Care Team Member Name (Print) _____ Signature _____

(Affix Label)

Name:
M/R:
DOB:
Phone:
Date:

 **Northeast Valley Health Corporation**
a *california health* center

Rev 1-12-2021
NEV-598

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: RPM Platforms Overview
- A vendor overview of different RPM platforms
- Developed by **The FQHC Telehealth Consortium**
- Resource Link:
<https://playbook.fqhctelehealth.org/wp-content/uploads/2021/06/RPM-Platforms-Overview-June-2021.pdf>

Training Guides and Education

RPM PLATFORMS: VENDOR OVERVIEW

June 2021

Omron VitalSight

- No Smartphones or email required, only power outlet needed for Data Hub RPM devices connect to.
- EMR Integration: 1-2 day turnaround for all major EMR applications with Redox
- Supplemental Omron "Dr. Dashboard" alarms dashboard for Care Coordinator or Clinicians to monitor alarms.
- Offers a Blood Pressure Monitor, Weight Scale (<325lbs. & >325lbs.), Data Hub.

Vivify

- Requires a mobile device, has an app.
- Comprehensive EMR Integration: Available with various EMRs (Epic, Nextgen, eCW, Allscripts, Athenahealth, CareCloud, Meditech, Centricity) includes readings, patient demographics, chart notes, PDF weekly summary to providers.
- Spanish, Italian, French, English language support.
- Clinical Consultant & Account Manager bundled in package to assure efficacy.
- Future support for auto-billing RPM codes
- Streamlined Patient Videoconferencing platform built-in.
- Google Fit & Apple Health support/integration in development.
- Offers several packages which may include Blood Pressure Cuff, Pulse Oximeter, Scale, Glucometer, Thermometer. RPM Devices a-la-carte also offered. Tablet provided in managed package.

mTelehealth

- 9 Languages supported
- Training and customized workflows provided.
- No email address or phone number required.
- EMR Integration: None native, uses "ATouchAway" application to monitor. Development possible.
- Multiple carrier SIM for card for provided locked down tablet for reliable easy patient care (big buttons).
- Thermometer, Scale, Pulse Oximeter, Blood Pressure Cuff, Fall Detection Sensor, Medication Reminder, Glucometer offered. 2-4 week dev. for "Bring Your Own Device" support.

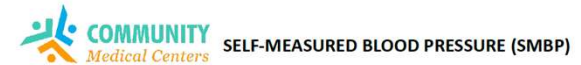
optimize.health

- Pillsy, which uses bluetooth pill cap to verify adherence to medications.
- EMR Integration: Athena, NextGen, E-Clinical Works, Epic; dev. for others 4-6mo.
- Built in patient Videoconferencing platform, automated text reminders
- Offers Monitoring as a service for alarms
- Direct Cellular Blood Pressure Cuff & Scale - Bluetooth Pulse Oximeter, Glucometer, Pill Cap.

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Self-Measured Blood Pressure (SMBP) Staff Flyer
- Staff-facing flier advertising the option to provide patients with a SMBP device
- Developed by **Community Medical Centers**

Training Guides and Education



Do you have a patient diagnosed with hypertension that can benefit from monitoring their blood pressure at home?

CMC now has access to blood pressure monitor devices!



BLOOD PRESSURE MONITOR
For patients diagnosed with hypertension and with a BP greater than 140/90

Program Instructions

1. For uninsured patients schedule visit with RN or LVN for BP monitor pick up, device calibration and teaching.
2. Insured patients order as DME through Western Drug Supply and task the health educator to schedule device calibration and teaching.
3. Schedule a BP check or provider visit to collect home BP readings after they receive their BP monitor

The BP monitor is free for patients. Best of all they get to keep the device.

Use the following codes along with usual diagnosis codes:


- ❖ CPT Code 99473 for teaching and calibration visits – insured & uninsured
- ❖ CPT Code 99474 for collection of home BP readings - insured & uninsured

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Patient Care Remote Monitoring Device Agreement
- Sample RPM device consent form, available in both English and Spanish
- Developed by **Share Our Selves (SOS)**

Training Guides and Education

Patient Care Agreement - Remote Monitoring Device
Share Our Selves Community Health Center



This agreement is between _____ and _____
Patient Name Care Team staff member name

The goal of this agreement is to ensure that the patient uses their Remote Monitoring Device on a regular basis in order to improve their health outcomes.

I, the **patient**, agree to do the following:

1. Use my medical device as instructed by my Share Our Selves (SOS) Care Team staff.
2. Record my results in the app, or maintain a paper record (log).
3. Show my Provider or Care Team staff member my results in real-time during a Telehealth visit (if applicable).
4. Be present for my two check-ins with an SOS Care Team staff member.
5. Contact my SOS Care Team staff member if my results are abnormal.

The SOS Care Team staff agrees to do the following:

1. Encourage my patient to use their device at our regularly scheduled appointments so that they can improve their health outcomes.
2. Educate my patient on how to use their Remote Monitoring Device.
3. Check-in with my patient at least twice in the first two months of them receiving their device.

If I, the **patient**, do not follow the terms of this agreement, my SOS Care Team staff member may ask that I return the Remote Monitoring Device.

I have read and understand the terms listed above. I have asked any questions that I may have. I agree to follow this agreement, and understand what can happen if I do not.

_____ Patient Signature _____ Date

_____ SOS Care Team Staff Signature _____ Date

VERBAL/NON-VERBAL INFORMED CONSENT
CONSENTIMIENTO VERBAL O POR ESCRITO PARA RECIBIR TRATAMIENTO

This informed consent was read on _____ to: _____
ESTE CONSENTIMIENTO HA SIDO LEIDO EL DIA _____ A: _____

Name _____
NOMBRE

Date of Birth _____
FECHA DE NACIMIENTO

Interpreter _____
INTERPRETE

Signature Of Person Taking Consent
FIRMA DE LA PERSONA QUE RECIBIO EL CONSENTIMIENTO

Witness Signature - Optional
FIRMA DEL TESTIGO - OPCIONAL


If applicable
Si es aplicable

Rev. 01.2021_18_JV Remote Monitoring Device

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Remote Monitoring Device Policy & Procedure & Patient-Provider Program Agreement
- Sample clinic remote patient monitoring device policy and procedure with a sample patient agreement form
- Developed by **Share Our Selves (SOS)**

Training Guides and Education

 <p>SHARE OUR SELVES CORPORATION (SOS)</p> <p>CLINIC</p> <p>POLICIES AND PROCEDURES</p>	Policy Number: TBD
	Page 1 of 3
	Original Date: 10/8/2020
	Revised Date: 12/17/20
	SOD Approval Date: TBD
	Effective Date:
	<input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Reviewed (No Changes) Policy Owner: Quality Dept.
POLICY TITLE: REMOTE PATIENT MONITORING DEVICES	

1.0 PURPOSE:

1.1 Share Our Selves Corporation (SOS) distribution of Remote Monitoring Devices (RMD) to patients and ongoing monitoring of equipment.

2.0 POLICY:

2.1 It is the policy of SOS to offer Remote Monitoring Devices to select patients with chronic diseases such as diabetes, hypertension, and obesity, based on established criteria, in order to improve their health outcomes.

3.0 PROCEDURE:

3.1 The SOS Care Team staff identifies patients who might benefit from the ability to monitor their chronic disease condition at home utilizing a Remote Monitoring Device (RMD).

3.2 Criteria for distribution of the RMD is as follows:

3.2.1 Diabetic patients with an HbA1c > 8%

3.2.2 Hypertensive patients with a blood pressure reading > 140/90

3.2.3 Obese patients with a BMI > 30

3.2.4 There will also be considerations made for patients with co-morbidities, depending on their conditions.

3.2.5 Patients selected to receive RMD are established patients who have a documented history of compliance with keeping appointments.

3.3 SOS staff and/or affiliated students educate patients on how to use their RMD, including how to download their health information onto an application on their smart phone.

3.4 Patients sign a collaborative care agreement before receipt of an RMD. The agreement outlines the responsibilities of the patient and SOS regarding the RMD. A copy of this agreement is in Appendix A of this document.

3.5 SOS Care Team staff check-in with patients who have a Remote Monitoring Device at their initial visit, and regularly scheduled visits thereafter to see if they have any questions, or are experiencing any issues with their device.

3.6 RMDs given to patients are theirs to keep in perpetuity, with the understanding that they agree to the terms outlined in the Patient Care Agreement form.

4.0 APPLICABILITY:

4.1 Clinic

5.0 WORKFLOW

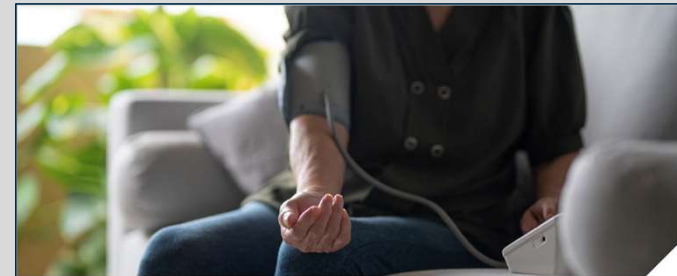
5.1 Patient identified by SOS Care Team staff to receive an RMD.

5.2 SOS Care Team staff and/or affiliated students educate patient on how to use the device.

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: NextGen Remote Patient Monitoring One Sheet
- NextGen RPM solution handout for patients with an overview of the module's features and how to enroll in the RPM module, available in both English and Spanish
- Developed by **NextGen**

Training Guides and Education



Remote Patient Monitoring

Get personalized care at home

Remote Patient Monitoring (RPM) helps you and your care team better manage your medical condition. With an approved device, you can collect your health readings at home. The health data is transmitted to your care team, who use the information to determine treatments, interventions, and recommendations. For example, you can take a reading at home from an approved blood pressure cuff, glucometer, or weight scale. This continuous data source helps your doctor make the best decisions for your health.

Participating in a remote monitoring program does not affect your other medical care or healthcare benefits.

PLEASE NOTE: this is not an emergency service. If you have a medical emergency, call 911.

What you'll need:

- **Device(s)**: An approved device, such as a blood pressure cuff, blood glucose meter, or weight scale—talk to your care team to find out where and how to get the device that is suitable for you. In some cases, it may be covered by insurance or included in the program.
- **A smartphone**: (iPhone or Android) with a data plan or Wi-Fi
- **HealthBridge App**: You can download through the Apple App Store or Google Play Store.



Apple App Store



Google Play Store

How do I enroll?

- **Set up an account**—Download the HealthBridge App and follow the instructions to set up your username and password.
- **Review your information**—Select your RPM program within the menu options and review the goals, notifications, and program settings you've agreed to with your care team.
- **Pair your device(s)**—Once you review the information, you'll be prompted to connect your home monitoring device to your smartphone and pair the device.
- **You're ready**—Take your first reading with your paired RPM device and see your results in the app. Please note your device needs to be turned on and the HealthBridge app needs to be open.



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: NextGen Remote Patient Monitoring Checklist
- NextGen RPM solution checklist on how to set up your practice for success in launching this module
- Includes a link to a white paper with additional steps to take when implementing an RPM program
- Developed by **NextGen**


Training Guides and Education

CHECKLIST

NextGen Remote Patient Monitoring

Powered by Validic Impact

Set up your practice for success



Define your program:
✓ Set goals
✓ Determine use cases
✓ Define your target patient population and device strategy
✓ Identify the participating clinicians


Next steps:
✓ Devices —Create your device provisioning plan.
✓ Communication —Develop a communication strategy that includes: <ul style="list-style-type: none">- RPM consent language- Educational support materials and messaging script (This keeps communication consistent)- Roles—who will be involved, and how and when will they communicate with patients
✓ Documentation —Develop a process for documenting clinical workflows.
✓ Patient support —Plan the best approach for handling patients' technical and clinical questions/issues.
✓ Train —Conduct internal training sessions.
✓ Watch a demonstration of the provider display for NextGen® Remote Patient Monitoring powered by Validic Impact.
✓ Your RPM User training should include: <ul style="list-style-type: none">- Review of goals- How to enroll patients- How to view real-time data and send it to the EHR

Read the [white paper](#), *Expand Patient Care with Remote Patient Monitoring (RPM)—Keys to a Successful RPM Program*, for an overview of how to successfully implement an RPM program.

You'll gain insight on how to:

- Determine the goals of your program
- Integrate RPM into your practice and virtual care
- Identify staffing requirements for RPM, including clinical and technical support
- Decide the necessary health IT technology/solutions, including your device strategy (Should it be a patient-owned device or a practice-owned device?)
- Provide internal and external education

Tip: Create a test patient to familiarize providers and staff with your RPM program through patient role play.



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: NextGen RPM Validic One Sheet
- NextGen one sheet providing details on their RPM solution with Validic, specific module features and benefits of utilizing RPM with patients that have been diagnosed with hypertension and/or diabetes
- Developed by **NextGen**

Training Guides and Education

Monitor Chronic Conditions with More Insight, Ease, and Cost-Efficiency

NextGen® Remote Patient Monitoring powered by Validic Impact

The pressures of chronic care management

When managing patients with chronic conditions, providers face tremendous pressure to improve outcomes. In addition to an increase in the number of patients with chronic diseases, other factors such as CMS readmission penalties, limited resources, rural access, and the shift to value-based payment models make patient care for this demographic a challenge.

The cost to meet the care needs of aging baby boomers and millennials is also high! Treatment of chronic and/or mental conditions covers 90 percent of the nation's \$3.8 trillion annual healthcare costs.*

With these clinical and financial strains, the question remains—how do you effectively monitor patients with chronic conditions who don't have the means, desire, or time to make routine office visits?

Patient empowerment through RPM

Remote patient monitoring (RPM) helps relieve pressure for your providers who need accurate, timely data to monitor a large volume of patients with severe, chronic conditions. According to Frost & Sullivan, the chronic conditions well suited for RPM (a combined annual healthcare cost of ~\$1.19 trillion) include:

- Diabetes*
- Hypertension*
- Heart disease and stroke
- Obesity
- Substance abuse
- Asthma
- PTSD*

* Initial RPM offering supports diabetes and hypertension.

Gather real-time patient device data with flexible RPM

NextGen Healthcare has partnered with Validic to develop a flexible and modular remote patient monitoring solution—NextGen Remote Patient Monitoring. This phase one RPM solution enables your providers to invite patients with hypertension and diabetes to enroll in the RPM program. The provider sets goals for the patient and reviews home monitoring device data (e.g., blood pressure readings) through a real-time display. Specific data can be attached as a PDF to EHR encounters when needed. Patients can view goals and their device data on their smartphones via an app.

Features

Patient's mobile app:

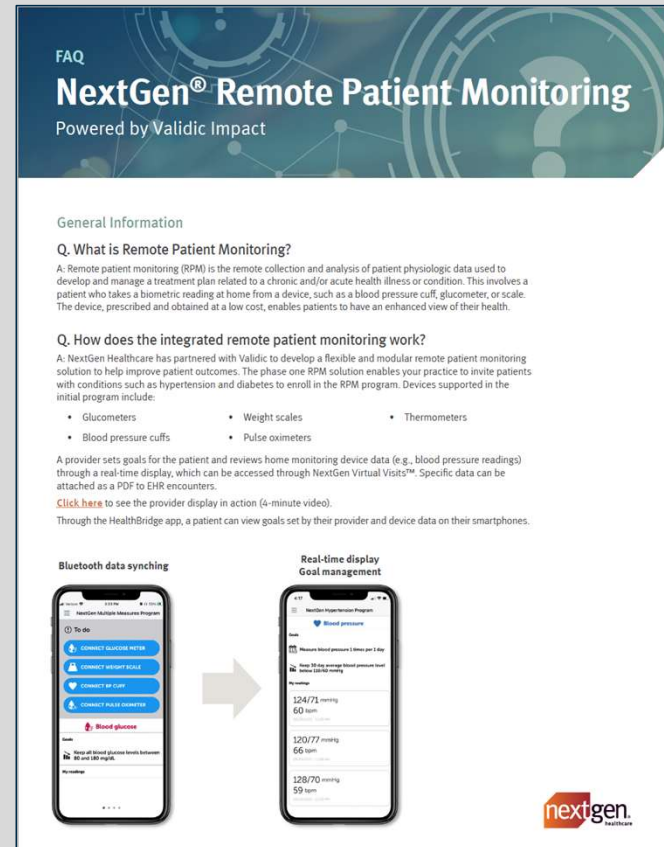
- **In-app enrollment**—makes it easy for patients to enroll via an emailed link from their provider
- **Bluetooth data syncing**—connects with over-the-counter glucometers, blood pressure cuffs, weight scales, and pulse oximeters
- **Real-time display**—views and tracks device data
- **Goal management**—enables patients to view goals set by their providers
- **Data sharing**—allows patients to share device data with their providers



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: NextGen Remote Patient Monitoring FAQ
- NextGen FAQ providing an overview of the RPM solution available through their partnership with Validic Impact
- Developed by **NextGen**

Training Guides and Education



FAQ

NextGen[®] Remote Patient Monitoring

Powered by Validic Impact

General Information

Q. What is Remote Patient Monitoring?

A: Remote patient monitoring (RPM) is the remote collection and analysis of patient physiologic data used to develop and manage a treatment plan related to a chronic and/or acute health illness or condition. This involves a patient who takes a biometric reading at home from a device, such as a blood pressure cuff, glucometer, or scale. The device, prescribed and obtained at a low cost, enables patients to have an enhanced view of their health.

Q. How does the integrated remote patient monitoring work?

A: NextGen Healthcare has partnered with Validic to develop a flexible and modular remote patient monitoring solution to help improve patient outcomes. The phase one RPM solution enables your practice to invite patients with conditions such as hypertension and diabetes to enroll in the RPM program. Devices supported in the initial program include:


- Glucometers
- Weight scales
- Thermometers
- Blood pressure cuffs
- Pulse oximeters

A provider sets goals for the patient and reviews home monitoring device data (e.g., blood pressure readings) through a real-time display, which can be accessed through NextGen Virtual Visits[™]. Specific data can be attached as a PDF to EHR encounters.


[Click here](#) to see the provider display in action (4-minute video).

Through the HealthBridge app, a patient can view goals set by their provider and device data on their smartphones.

Bluetooth data syncing



Real-time display Goal management

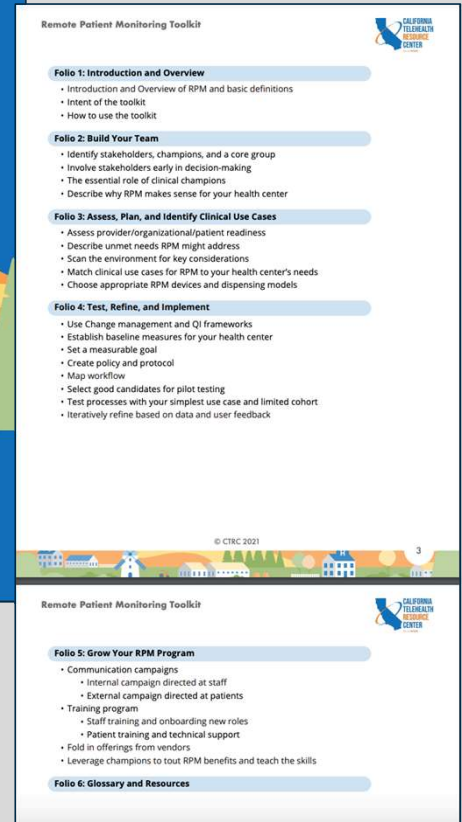
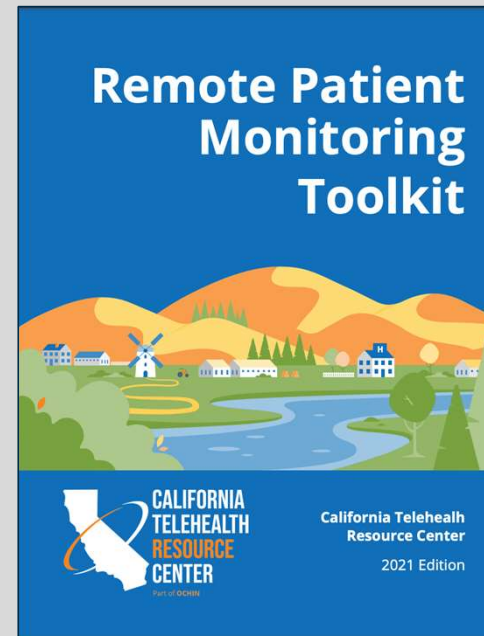


nextgen healthcare

Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- **Resource:** California Telehealth Resource Center Remote Patient Monitoring Toolkit
- RPM Toolkit designed to find basic definitions, key considerations, and stepwise processes to tailor an RPM program to the needs of your unique practice
- Developed by **California Telehealth Resource Center (CTRC)**
- Resource link:
https://www.caltrc.org/news/rpm_toolkit/

Training Guides and Education



Bridging the Digital Divide (BTDD): Remote Patient Monitoring (RPM) Device Usage and Adoption for Digital Divide Populations

- Resource: Remote Patient Monitoring Vendor Guide
- List of RPM Vendors used within the CCALAC membership
- Developed by **CCALAC**

Training Guides and Education

RPM Vendor Guide						
Vendor	Contact	Devices	Device Connectivity	App or Website Required?	Tablet or Smartphone Required?	Is the RPM solution/software hardware agnostic?
AMC Health	Phillip McClure	BYOD	Bluetooth and Cellular	No, is optional	No, is optional	Yes
CAREMINDr	Cherie Deeds	BP Cuff	Bluetooth	Yes	Yes	Yes
CareSignal	Jennifer Paule	CareSignal is device agnostic. If patients require devices, CareSignal's Engagement Specialist will drop ship (standard) devices to the patient (i.e., standard scale, BP cuff)	Cellular or landline. Free to End User cellular options	No	No	Yes
Certintell	Benjamin Lefever	BP Cuff, Scale, Pulse Ox, Glucometers	Cellular	No, is optional	No	Yes
eCare	Pete Stevenson	BP Cuff, Scale, Pulse Ox, Glucometers	Cellular (except Pulse Ox is Bluetooth only)	No, is optional	No	Yes



Section 5

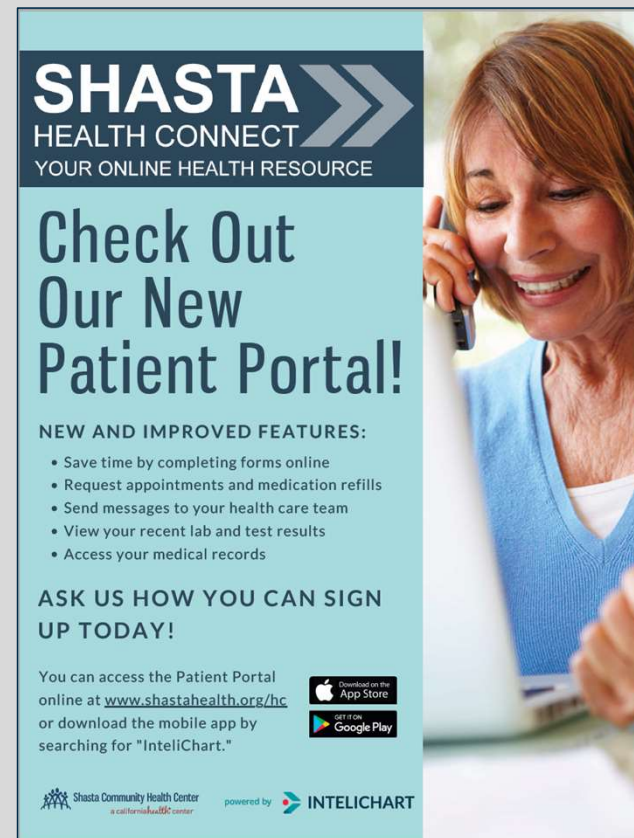
Bridging the Digital Divide (BTDD): Patient Portal Usage and Adoption for Digital Divide Populations



Bridging the Digital Divide (BTDD): Patient Portal Usage and Adoption for Digital Divide Populations

- Resource: Shasta Health Connect Patient Portal Poster
- Clinic patient portal poster advertising how to sign up and log into their new patient portal, IntelliChart, as well as new features available
- Developed by **Shasta Community Health Center**

Marketing Materials



SHASTA >>>
HEALTH CONNECT
YOUR ONLINE HEALTH RESOURCE

Check Out Our New Patient Portal!

NEW AND IMPROVED FEATURES:

- Save time by completing forms online
- Request appointments and medication refills
- Send messages to your health care team
- View your recent lab and test results
- Access your medical records

ASK US HOW YOU CAN SIGN UP TODAY!

You can access the Patient Portal online at www.shastahealth.org/hc or download the mobile app by searching for "IntelliChart."

Download on the App Store
GET IT ON Google Play

Shasta Community Health Center
a California Health Center
powered by INTELICHART

Bridging the Digital Divide (BTDD): Patient Portal Usage and Adoption for Digital Divide Populations

- Resource: Shasta Health Connect Patient Portal Brochure
- Clinic patient portal brochure advertising how to sign up and log into their new patient portal, IntelliChart, as well as new features available
- Developed by **Shasta Community Health Center**

Marketing Materials

Whether you want to make an appointment or see your latest test results, Shasta Health Connect gives you the tools and information you need right at your fingertips.

FOR QUESTIONS CALL:
IT Helpdesk
(530) 246-5824

Shasta Community Health Center
a California Health Center
1035 Placer St.
Redding, CA 96001
(530) 246-5710
www.shastahealth.org

powered by **INTELIChart**

SHASTA HEALTH CONNECT
YOUR ONLINE HEALTH RESOURCE

ABOUT SHASTA HEALTH CONNECT
Shasta Health Connect is our online patient portal. It is a safe, private, and easy-to-use website that gives you 24-hour online access to your health information.

FEATURES AND BENEFITS
When you sign up for Shasta Health Connect, you will be able to:

- Save time by completing forms online
- Send and respond to messages with your health care team
- Request appointments
- View lab and test results
- Access your medical records
- Update your contact and health information
- Learn more about your health conditions

HOW TO SIGN UP
You can sign up by visiting www.shastahealth.org/hc and clicking "Register for Shasta Health Connect."

Once you have signed up, you can also download the mobile app in the app store. To find the app, search for "InteliChart."

You can safely access your portal account from anywhere, anytime, using a computer, laptop, tablet, or smartphone with an internet or cellular connection!

Available on Google Play and the App Store

Bridging the Digital Divide (BTDD): Patient Portal Usage and Adoption for Digital Divide Populations

- Resource: NextGen PxP Patient Portal Sample Email Templates
- Sample email template to use when notifying patients of the new NextGen PxP Patient Portal
- Developed by NextGen

Marketing Materials

NEW PATIENT PORTAL EMAIL TEMPLATE EXAMPLES

Below you will find email template examples for both pre and post go-live communication with your patients. Remember these are **templates** to get you started, so make sure to only list features that YOUR practice offers and customize to make it appropriate for your practice.

Step 1: Announcing your new patient portal, pre go-live – example email template

Hi [first_name],

We're pleased to announce [practice_name] will launch its new patient portal on [date/time].

The new patient portal allows you to:

- Communicate through secure messaging with your provider or care team
- View and manage appointments
- Request refills and/or review your prescription medications
- View your health information, from visit summaries to lab results
- Complete paperwork before your appointments
- Pay your medical bills online

Keep an eye on your email inbox for a link to enroll. Once you have signed up for an account, you will have 24/7 access to our convenient online services.

Thank you,

[practice_name]

[practice website link]

Step 2: Promoting the patient portal, post go-live – Example email template

Hi [first_name],

To save you time and add convenience to your day, [practice_name] is excited to announce that we have gone live with our NEW patient portal giving you 24/7 access to our online services.

Set up your account today—it's fast and easy.

Click here to enroll! [Insert link to enroll]

Thank you,

[practice_name]

[practice website link]

Bridging the Digital Divide (BTDD): Patient Portal Usage and Adoption for Digital Divide Populations

- Resource: NextGen PxP Patient Portal Marketing Checklist
- Checklist for marketing the new Patient Portal and getting your practice and patients prepared to optimize the new NextGen Patient Portal
- Developed by **NextGen**

Marketing Materials

CHECKLIST

Marketing the New Patient Portal

Get your practice and patients prepared to optimize the New NextGen® Patient Portal—the foundation of the NextGen® Patient Experience Platform

Get the word out

Step 1: Announce the new patient portal

Prior to upgrading to the new patient portal, we recommend you create a communication plan to prepare your patients.

Recommended timeframe: one month before going live

- ✓ Build a patient portal landing page on your practice website to house any patient portal information
Link from your homepage and include these resources:
 - Patient Portal **brochure** (personalized brand version available)*
 - Patient Portal Explainer **video**
 - **Patient FAQs**
- ✓ Create an announcement on the homepage of your practice website and link to landing page mentioned above
- ✓ Develop an email plan to inform patients that the new portal is coming — see **email template**
- ✓ Create an "announcement" on your legacy portal (if you have one) to inform your patients of the new portal
 - Example: Starting [insert date], [insert practice/provider name] will offer a new patient portal. Keep an eye on your email inbox for more information.
- ✓ Audit patient emails on file and prepare staff to collect/confirm emails for invitation to enroll
- ✓ Use Facebook, Instagram, and LinkedIn accounts (if you have them) to announce the new patient portal


Step 2: Communicate with your patients post go-live

Once you have upgraded to the new patient portal, it's important to educate your patients and keep them engaged to maximize portal use.

Recommended timeframe: Post go-live

- ✓ Add links to the services offered through the patient portal from your website's homepage
 - Examples: Patient Portal | View your health records | Ask a question | Request an appointment
- ✓ Develop an email plan to inform patients on how to enroll—see **email template**
- ✓ Use your practice's Facebook, Instagram, and LinkedIn accounts to promote enrollment in the new patient portal
- ✓ If your practice regularly texts patients, let them know that the new patient portal is live
 - Example: We're live! [insert practice/provider name] now offers a new patient portal so you can easily connect with your provider and view healthcare information through your mobile device or computer. Learn more: [insert practice URL]
 - Example: You've been invited to enroll in our new patient portal. You should've received an email to enroll. If you have not received an email, give us a call [insert practice phone number].

* Customizable Brochure and Poster Options
Visit the portal.ox.demand.site for printing requests or digital downloads. Both require a small fee, but the digital version is free with any print order. For questions, refer to the [Print Or Demand FAQ](#).



Bridging the Digital Divide (BTDD): Patient Portal Usage and Adoption for Digital Divide Populations

- Resource: Patient Portal Enrollment and Engagement Driver Diagram
- Driver diagram to help increase patient portal enrollment and engagement within specific population(s)
- Developed by **Center for Care Innovations (CCI)**
- Resource link: https://www.careinnovations.org/wp-content/uploads/driver_VCIN_portal.png

Scripts, Workflows and Guides

I Patient Portal Enrollment & Engagement



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Sample Patient Portal Script for Telephone Wait Message
- A sample script to record a message for patients to listen to when they are waiting on hold on the phone with the clinic

Scripts, Workflows and Guides

Sample Portal Script for Telephone

Tired of waiting on hold and/or playing telephone tag?

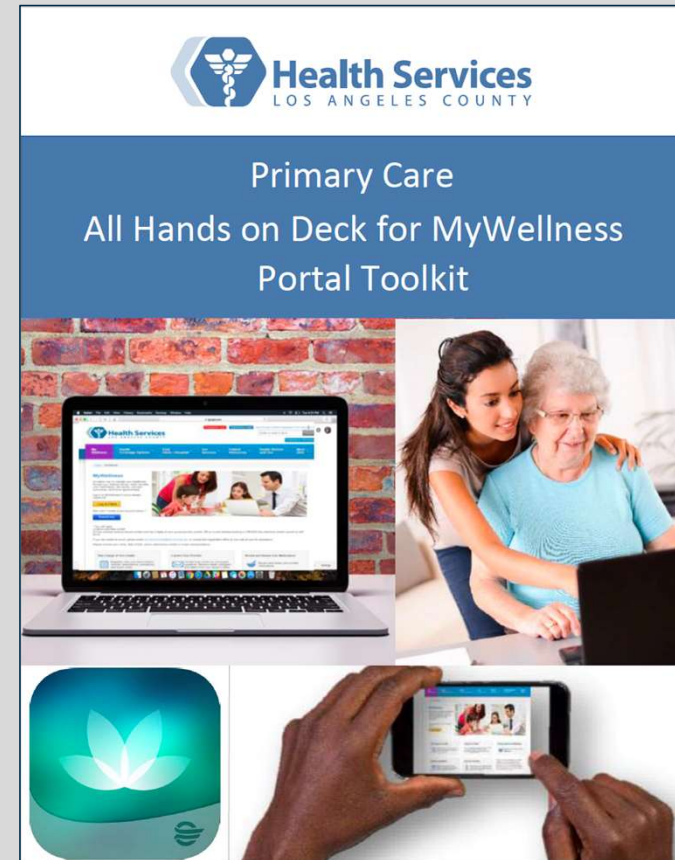
The **Patient Portal** is a secure, confidential, and easy-to-use website that gives you 24-hour access to your medical records. By signing up and enrolling with the **Patient Portal**, you will be able to:

- Correspond online with your provider and practice
- Request appointments and receive appointment reminders
- Access important health information from your medical record, including: medications, immunizations, and test results.
- View medication lists and request prescription refills
- Obtain educational information
- Access the **Patient Portal** from any browser on your tablet or mobile phone

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: LA DHS-LAC USC MyWellness Portal: Patient Portal Training Toolkit
- Toolkit with resources and step-by-step guides on how to assist patients with sign up for the MyWellness Patient Portal
- Includes workflows, scripts, specific images on registering patients for the portal, tracking progress on invites and enrollment and success stories with the portal
- Developed by **Los Angeles Department of Health Services (LA DHS) and LAC USC**
- Resource link: [Click here](#)


Training and Education



Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Patient Portal Redeployment Guide and Resource Toolkit
- Intended audience for this toolkit is deployment teams within organizations that are charged with improving patient portal active use
- This is a guide to planning and kicking off a redeployment effort
- Developed by **Meyers Health Consulting and CA Health Care Safety Net Institute**
- Resource link: [Click here](#)

Training and Education



Patient Portal Redeployment Guide and Resource Toolkit

A Step-by-Step Patient Portal Redeployment Guide and Resource Toolkit

June 2, 2021

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Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Moving the Needle on Active Patient Portal Use: A Celebration of Innovation in California’s Safety Net
- A webinar presentation sharing best practices and innovations in increasing patient portal utilization
- Includes a LA-DHS use case in it and covers the Safety Net population usage on slides 22-37
- Developed by **Meyers Health Consulting and CA Health Care Safety Net Institute**

Training and Education

SNI Workshop: Improving Patient Inreach and Outreach

*Moving the Needle on Active Patient Portal Use
A Celebration of Innovation in California’s Safety Net*



“Purposeful” Redeployment Strategy

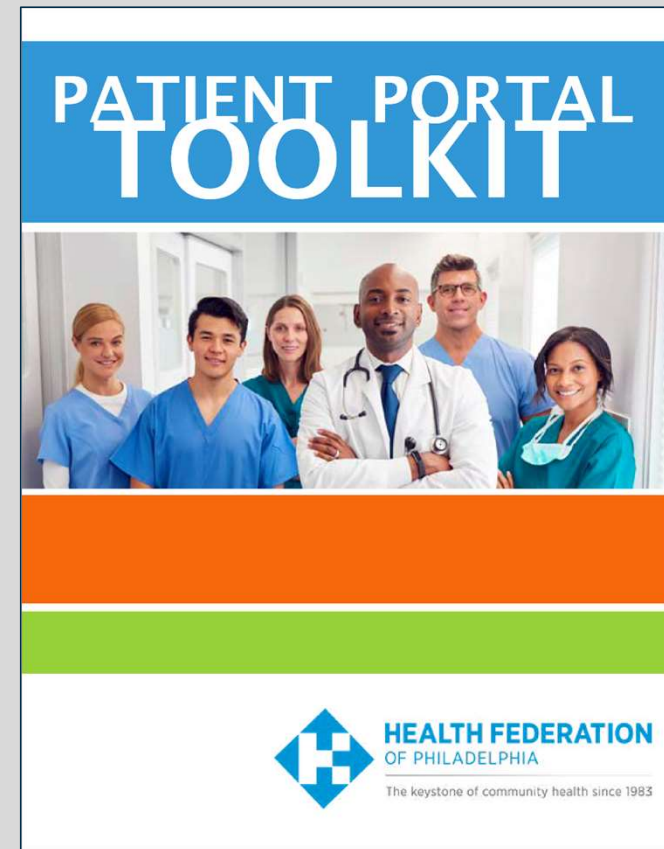
- Senior Leader Push
 - Engage Providers – Champions Helped Build Simple Training Toolkit
- Survey and Site Visit
- Strategic Planning Senior Leader Meeting – Everyone Voted on Top Action Items
- Program Management Tracking Tool - Clear Action Item Owners
- Marketing Support for Top Action Items
- Top 5 Action Items:
 - Start Live Scheduling
 - Put Lifestyle Reminders (ELM, etc) on Portal
 - Make User Experience for Spanish-primary speakers easier
 - Allow Phone Numbers to Be Used To Enroll
 - Develop Process to Send Appointment Reminders

How do I get providers/staff to want to use it?

Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

- Resource: Health Federation of Philadelphia Portal Toolkit
- This toolkit was designed to address the many key aspects of portal implementation, activation, and use
- It cohesively represents the components and concerns that arise throughout the process – from identifying requirements and vendor selection to developing a plan to address issues post-go live
- Developed by **Health Federation of Philadelphia**
- Resource link: [Click here](#)

Training and Education





Bridging the Digital Divide (BTDD): Telehealth Usage and Adoption for Digital Divide Populations

Training and Education

- Resource:
- Developed by
- Resource link:



Section 6

Bridging the Digital Divide (BTDD): Policy Considerations



Bridging the Digital Divide (BTDD): Policy Considerations

- [Article: Plan Ahead for Phase Out of 3G Cellular Networks and Service](#)
- Mobile carriers are shutting down their 3G networks, which rely on older technology, to make room for more advanced network services, including 5G
- Other devices, such as certain medical devices, tablets, smart watches, vehicle SOS services, home security systems, and other connected products may be using 3G network services
- Developed by **Federal Communications Commission (FCC)**
- Resource link:
<https://www.fcc.gov/consumers/guides/plan-ahead-phase-out-3g-cellular-networks-and-service>

Phasing Out 3G Network

When is it happening?

As early as January 1, 2022, though plans and timing to phase out 3G services will vary by company and may change. Consult your mobile provider's website for the most up-to-date information.

- AT&T announced that it will finish shutting down its 3G network by February 2022.
- Verizon announced that it will finish shutting down its 3G network by December 31, 2022.
- T-Mobile announced that it will finish shutting down Sprint's 3G CDMA network by March 31, 2022 and Sprint's 4G LTE network by June 30, 2022. It also announced it will shut down T-Mobile's 3G UMTS network by July 1, 2022, but has not yet announced a shutdown date for its 2G network.

If your mobile carrier is not listed here, you may still be affected. Many carriers, such as Cricket, Boost, Straight Talk, and several Lifeline mobile service providers, utilize AT&T's, Verizon's, and T-Mobile's networks.

Note: These are dates for completing the shutdowns. Carriers may begin retiring parts of their networks sooner.



Thank You

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