Aylyn Garcia
LAS 1420
hd2214@wayne.edu

Bridging The Gap

Latinx and Health Telecommunication

WAYNE STATE UNIVERSITY
Center for Latina/o and Latin American Studies

RESEARCH QUESTION

How have health telecommunication services impacted the care of older adults in the Latino community?

METHODS

- Personal clinical observation
- Researched academic and peer reviewed articles
- Interviewed medical providers

INTRODUCTION

- Telemedicine is the practice of virtual medicine
- Telecommunication services can include virtual appointments or asynchronous videos, mobile health, and remote patient monitoring.
- In the last year, the nation has reported a 154% increase in telehealth visits due to COVID-19
- However, 27% of Hispanic adults 55+ say they do not have access to the Internet. This has recently proven to be a difficult challenge for those trying to schedule access for the COVID-19 Vaccine.

Roland Weihrauch/Picture Alliance via Getty Images

RESULTS

500
— Telemedicine Usage
— Age 55+ hispanics technology literacy
0
BY %BY %

Percentage of visits: 100%, 75%, 50%, 25%, 0% — Age 0, 20, 40, 60, 80
Face-to-face
Audio/Video
Audio only

- A high percentage of the older Latino population struggle with literacy, tech skills, and language barriers.
- Telemedicine increases the level of healthcare access to elder Latinx who are limited due to transportation or medical conditions; but they will also require coordinated support to build basic digital skills with the equipment most accessible to them such as smartphones.
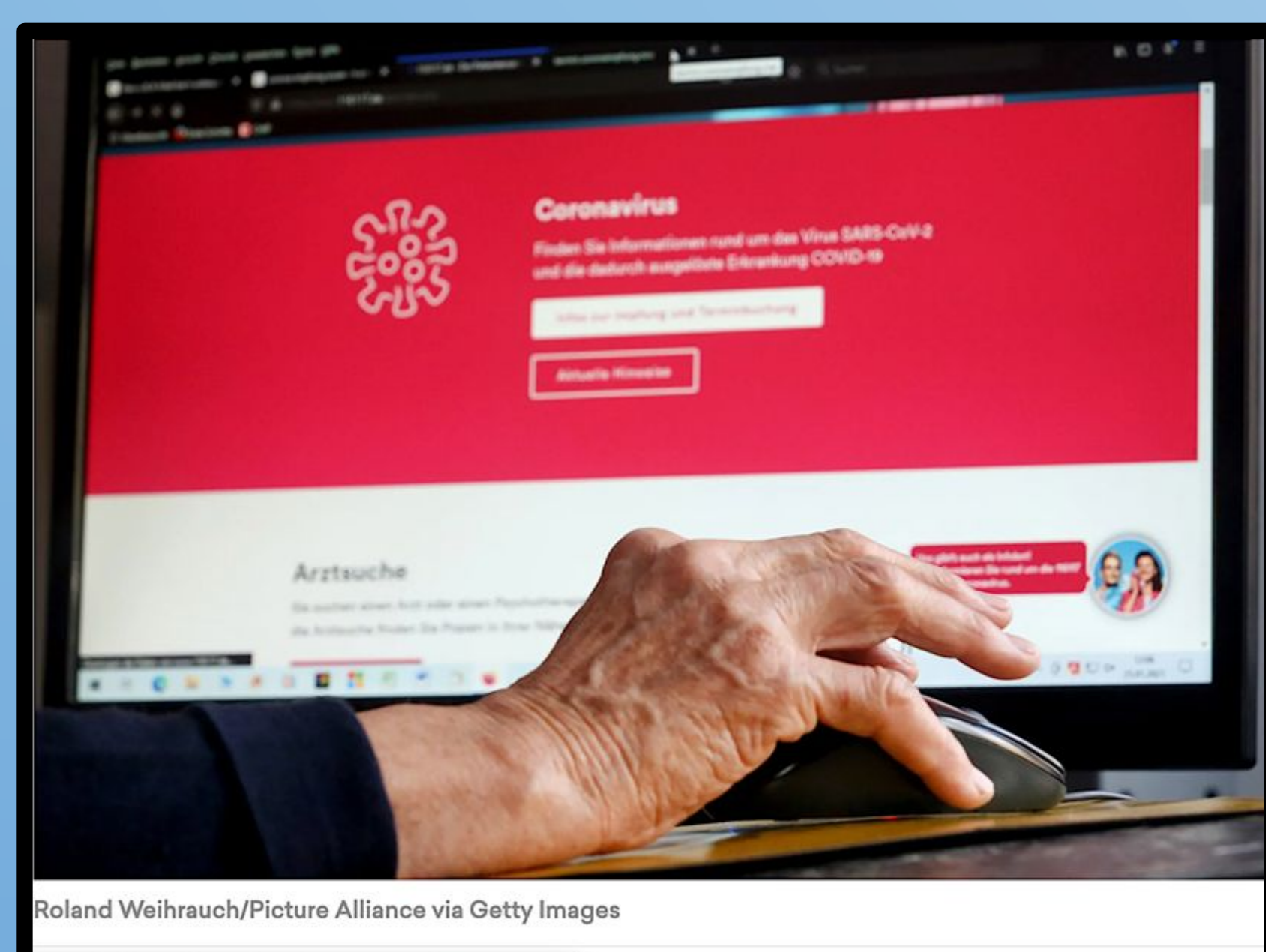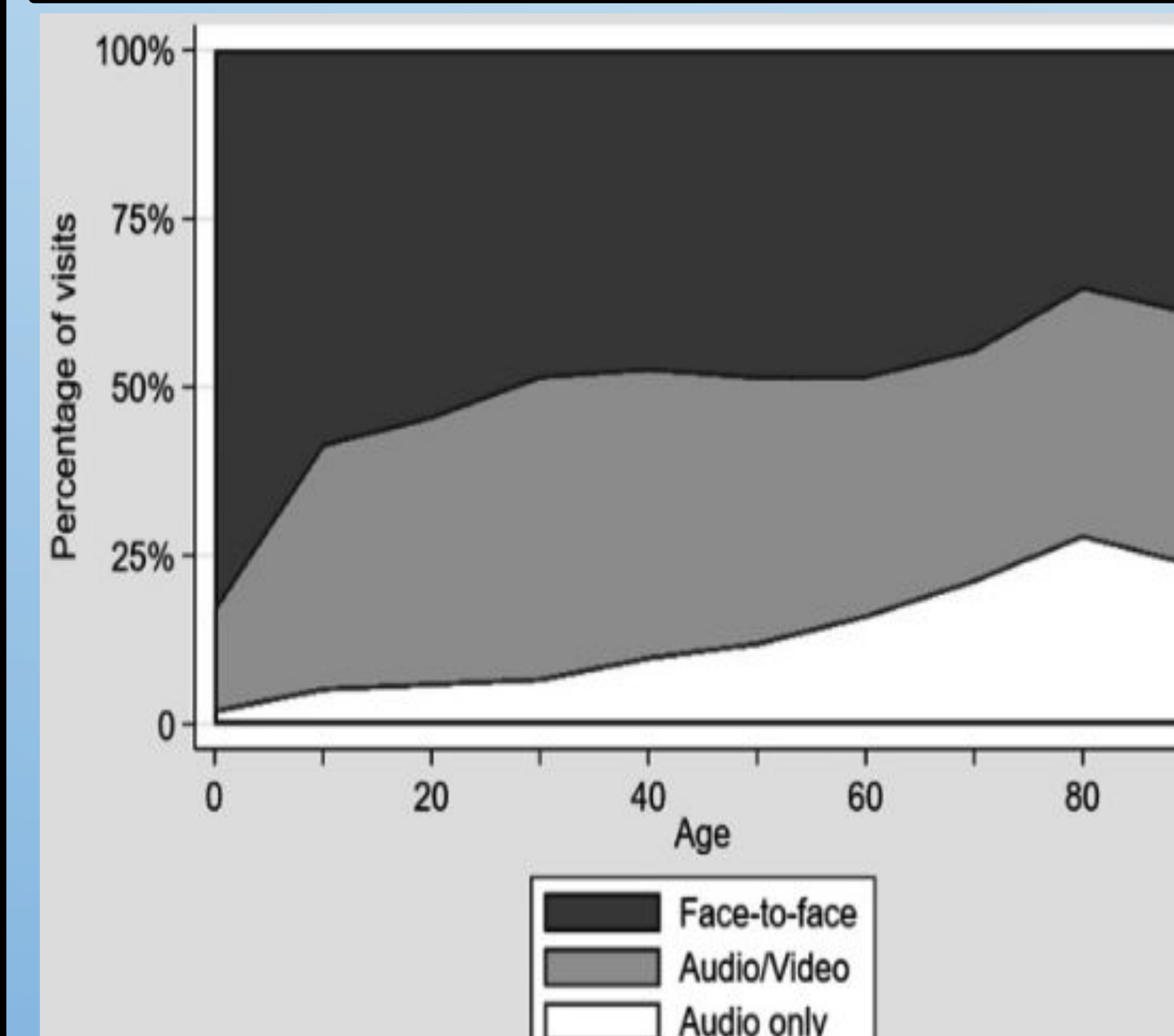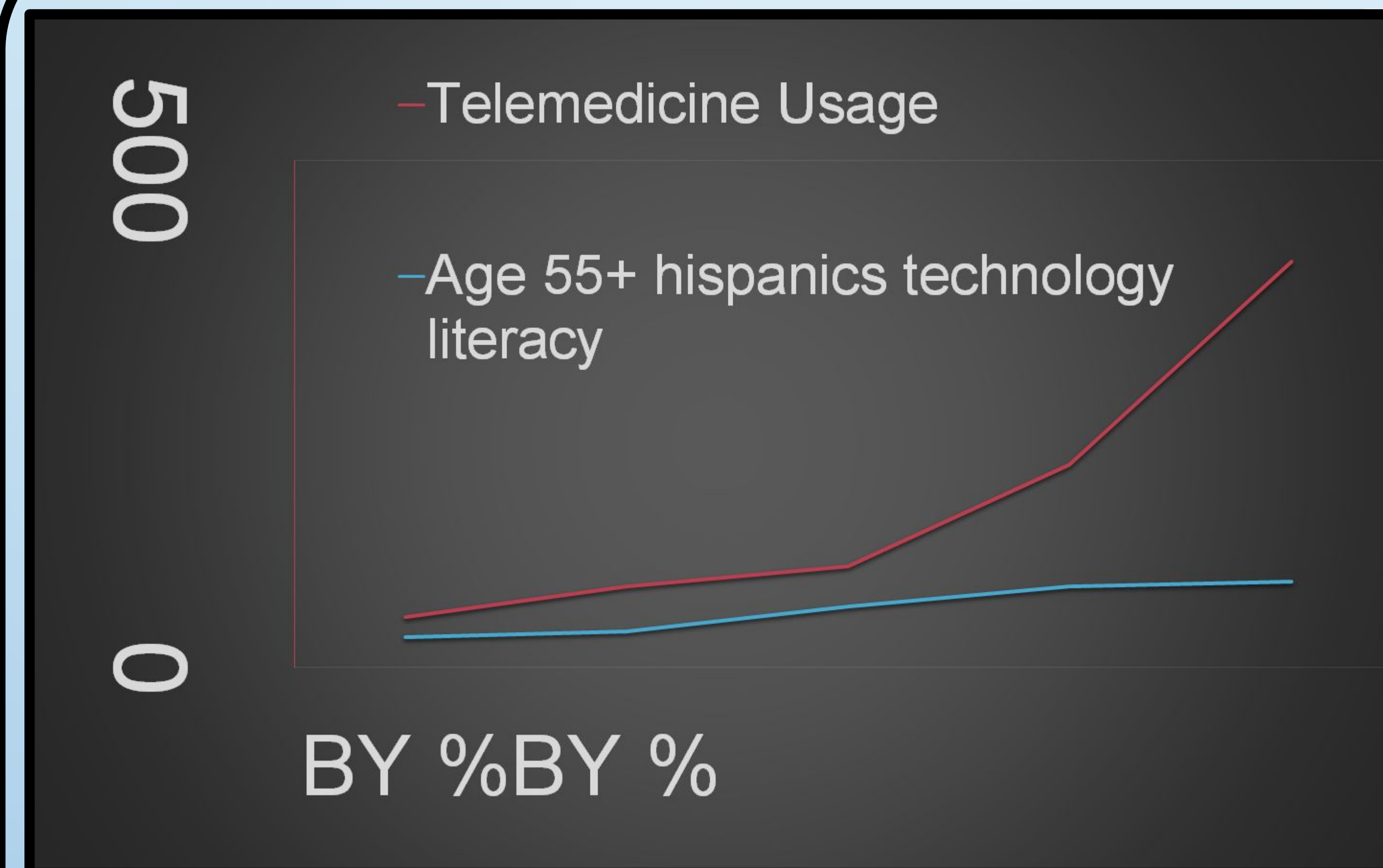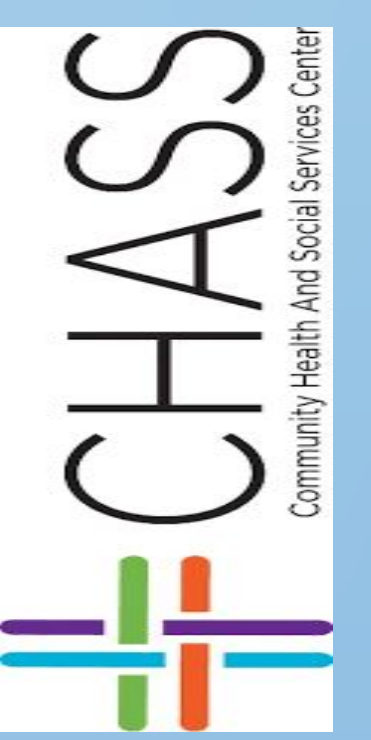
CONCLUSION

- Telemedicine has been shown to reduce the stress of deportation for undocumented patients.
- However, health providers find challenges in translation with telemedicine.
- In the short term phone calls help those who lack basic technology skills. However, whether by phone or online hearing issues act as a barrier.
- The goal of improving access to telemedicine amongst older Latinos should focus on improving their skills through informative sessions.

ACKNOWLEDGMENTS

Jamie Hall, MD

Richard Bryce, DO

CHASS
Community Health And Social Services Center

BIBLIOGRAPHY

Bryce, Richard. Interview. By Aylyn Garcia. March 2021.
Centers for Medicare and Medicaid Services. List of Telehealth Services,https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes (2020, accessed 23 June 2020).
Hall, jaime. Interview. By Aylyn Garcia. March 2021.

DeNomie, Melissa, et al. "Lessons Learned from a Community–Academic Project Using Telemedicine for Eye Screening Among Urban Latinos." *Progress in Community Health Partnerships: Research, Education, and Action*, vol. 13, no. 2, 2019, pp. 183–189., doi:10.1353/cpr.2019.

Peirce, Robert. Stevermere, James. Sage Public Health Emergency Collection. J Telemed Telecare. 2020 Oct 21

Price, Matthew, et al. "Hispanic Migrant Farm Workers' Attitudes Toward Mobile Phone-Based Telehealth for Management of Chronic Health Conditions." Journal of Medical Internet Research, vol. 15, no. 4, 2013, doi:10.2196/jmir.2500.

Sánchez, Patricia, and Malena Salazar. "Transnational Computer Use in Urban Latino Immigrant Communities." Urban Education, vol. 47, no. 1, 2011, pp. 90–116.
Swanson , Emily, and Russel Contreras. "Latinos, Hispanics Face Language Barriers In Health Care." AARP, 27 July 2018.