Resources for Understanding and Enabling Accessible Telehealth

The following resources were gathered to be used as supplemental resources for the Telehealth Accessibility for Patients with Hearing Loss Webinar apart of the Advancing Health Equity Through Telehealth: AAMC Learning Series. The Advancing Health Equity Through Telehealth: AAMC Learning Series supports the "Addressing the Digital Divide to Improve Vaccine Access & Information," a supplemental award (#6NU50CK000506-02-01) funded under a cooperative agreement from the Centers for Disease Control and Prevention. For more information, please email telehealth@aamc.org

You can access the recording of the AAMC webinars using the following link: https://www.aamc.org/news/advancing-health-equity-through-telehealth-aamc-learning-series

The North Carolina Division of Services for the Deaf and Hard of Hearing Telehealth Guidance and Resources:

- Assuring Accessible Communication for Deaf, Hard of Hearing, and DeafBlind Individuals in Health Settings: https://nciom.org/assuring-accessible-communication-for-deaf-hard-of-hearing-and-deafblind-individuals-in-health-settings/
- Patient Communication Accommodations Request Letter: https://www.ncdhhs.gov/divisions/services-deaf-and-hard-hearing/telehealth- guidance-and-resources-communication-access-deaf-hard-hearing-and-deafblind- patients-and/communication-accommodations-request-letter
- Guidance for Healthcare Providers with Patients that are Deaf, Hard of Hearing or DeafBlind: https://www.ncdhhs.gov/divisions/services-deaf-and-hard- hearing/telehealth-guidance-and-resources-communication-access-deaf-hard-hearing- and-deafblind-patients-and/guidance-healthcare-providers-patients-are-deaf-hard- hearing-or-deafblind
- Telehealth Guidance and Resources: Communication Access for Deaf, Hard of Hearing and DeafBlind Patients and their Providers: https://www.ncdhhs.gov/dsdhh/telehealth-resources
- Telehealth for Deaf, Hard of Hearing and DeafBlind populations Glossary: https://www.ncdhhs.gov/telehealth-glossary/download?attachment=

- Provider Bias Resources:
    - Doctors Open Up About Turning Away Patients With Disabilities https://www.disabilityscoop.com/2022/10/24/doctors-open-up-about-turning-away-patients-with-disabilities/30096/
    - Lagu T, Haywood C, Reimold K, DeJong C, Walker Sterling R, and Iezzoni LI. Health Affairs, Vol 41, No 10: Disability & Health. October 2022; https://doi.org/10.1377/hlthaff.2022.00475

- Health Disparities Resources:
    - Spellun, A., Moreland, C. & Kushalnagar, P. Young Deaf Adults' Knowledge of Human Papillomavirus (HPV) and Perceived Risk of Vaccine Preventing Cervical, Anal, Penile and Oral Cancer. Journal of Pediatric and Adolescent Gynecology.

Published: 2018-12-07; DOI: 10.1016/j.jpag.2018.11.013.

- Schick, B., Skalicky, A., Edwards, T., Kushalnagar, P., Topolski, TD., & Patrick, DL School Placement and Perceived Quality of Life in Youth who are Deaf or Hard of Hearing. Journal of Deaf Studies and Deaf Education. Published: 2012-11-26; DOI: 10.1093/deafed/ens039.
- Kushalnagar, P., Bruce, S., Sutton, T., & Leigh, I. Retrospective Parent-Child Communication Difficulties and Risk for Depression in Deaf Adults. Journal of Physical and Developmental Disabilities. Published: 2016-07-02; DOI: 10.1007/s10882-016-9501-5.
- Argenyi, M. & Kushalnagar, P. Social Media Use and HIV Screening Uptake Among Deaf Adults in the United States: Cross-Sectional Survey Study. Journal of Medical Internet Research Public Health Surveillance. Published: 2019-02-10; DOI: 10.2196/13658.
- Barnett S, Cuculick J, DeWindt L, Matthews K, Sutter E. National Center for Deaf Health Research: CBPR with Deaf Communities. In: Wallerstein N, Duran B, Oetzel J, Minkler M, eds. Community-Based Participatory Research for Health, 3rd ed. San Francisco, CA; 2018. Deaf Health Survey https://www.urmc.rochester.edu/ncdhr/research.aspx

Deafness and Hearing Loss Statistics

- Hearing Loss Facts and Statistics. Hearing Loss Association of America. Accessed 11/28/2022.
- World Report on Hearing. World Health Organization. Accessed 11/28/2022.
- Deafness and hearing loss. World Health Organization. Accessed 11/28/2022.
- Madans JH, Weeks JD, Elgaddal N. Hearing Difficulties Among Adults: United States, 2019. National Center for Health Statistics. 2021;414.

A Call To Action:

- Barnett S, McKee M, Smith SR, Pearson TA. Deaf sign language users, health inequities, and public health: opportunity for social justice. Prev Chronic Dis 2011;8(2):A45. http://www.cdc.gov/pcd/issues/2011/mar/10_0065.htm.

The National Consortium of Telehealth Resource Centers (TRCs) represent the 12 regional and 2 national TRCs federally funded to provide consultation and technical assistance around all things related to telehealth, including best practices for working with those with disabilities.

- Find Your Regional Telehealth Resource Center: https://telehealthresourcecenter.org/
- Telehealth & Disability: Recommendations for Providers Fact Sheet:

https://telehealthresourcecenter.org/resources/fact-sheets/telehealth- disability-recommendations-for-providers/
- Recorded Presentation on Building Accessible Telehealth for Patients with Disabilities from the Ground Up: https://telehealthresourcecenter.org/resources/webinars/building-accessible-telehealth-for-patients-with-disabilities-from-the-ground-up/

The Mid-Atlantic Telehealth Resource Center (MATRC) is one of the Regional TRCs.

- On the website we have a page of provider resources specific to Telehealth and Disabilities: https://www.matrc.org/explore-telehealth/telehealth-disabilities/
- On the website we also have a page of patient resources on preparing for a visit: https://www.matrc.org/explore-telehealth/preparing-for-visit/
- On the website we also have a page of patient resources on navigating technology: https://www.matrc.org/explore-telehealth/navigating-technology/
- On the website we also have a section on Principles and Guidelines and Resources in partnership with West Health Institute called the Center of Excellence for Telehealth and Aging: https://ce4ta.matrc.org/
  - Equity in Telehealth: Toolkit for Telehealth Providers (available for download free of charge from the Resource Library but requires a free account registration). Has sample Pre-Visit Patient Questions for assessing hearing, vision, cognitive function and more: https://ce4ta.matrc.org/resources/?curPage=1

The ADA National Network provides information, guidance, and training on the ADA and other disability-related laws.
- Network is comprised of 10 regional centers. To find out more: https://adata.org/
  - Find your regional ADA Center https://adata.org/find-your-region

Policy Related Resources
  - Intro to the ADA: https://www.ada.gov/topics/intro-to-ada/
  - HHS Office of Civil Rights (OCR) Guidance on Nondiscrimination in Telehealth: https://www.hhs.gov/sites/default/files/guidance-on-nondiscrimination-in-telehealth.pdf
  - DOJ April 13, 2023 Dear Colleague Letter: Informational Meeting on the ADA's Effective Communication Requirements in Healthcare Settings https://www.justice.gov/d9/2023-04/dear_colleagues_letter_for_healthcare_providers.pdf
  - DOJ ADA Telehealth site: https://www.ada.gov/topics/telehealth/
  - DOJ ADA Information Line: https://www.ada.gov/infoline/ (Accessibility specialists are available to answer questions from individuals, businesses, and state/local governments. All calls are confidential.)
  - COVID-19: Guidelines for Health Care Providers – Video-Based Telehealth Accessibility for Deaf and Hard of Hearing Patients (A coalition of deaf and hard of hearing consumer advocacy organizations, deaf healthcare providers, and other experts worked together to provide the below guidelines for healthcare providers to use during the coronavirus

pandemic.) https://www.nad.org/covid19-telehealth-access-for-providers/

- o NIH designates people with disabilities as a population with health disparities - Designation, new research program and update to NIH mission are actions to ensure inclusion of people with disabilities. Link to report: https://www.nih.gov/news-events/news-releases/nih-designates-people-disabilities-population-health-disparities
- o Disability and telehealth since the COVID-19 pandemic: barriers, opportunities and policy implications: https://disabilityhealth.medicine.umich.edu/sites/default/files/downloads/RRTC%20Telehealth_final2.pdf