# **COMMENTS SHARED DURING THE ONLINE HEALTH CARE DISCUSSION**

January 21, 2021

Lindsey Spoon to Everyone : depending on the type of medicine some after a certain amount of time they won’t refill without a in person visit

Angela Castillo-Epps to Everyone : Good point Lindsey!

Santa Perez to Everyone : I like it but it confusing to check in. lots of materials to go through and sign

Jacy Grant to Everyone : I also like to check in with my Doctor in person every so many months

Cheri Mitchell to Everyone : Some people do not have access because they cannot afford.

From Randy Phalen (she/her/hers) to Everyone : Some telehealth services may not be fully covered by insurance, leading to out of pocket costs. That's probably a generalization as that also applies to in-person visits, too. And some folks might not have the equipment to utilize telehealth.

From Cheri Mitchell to Everyone : some people do not know how to use computer

Lindsey Spoon to Everyone : yeah and you run the risk of having to see another doctor because the regular doctor is out of the off and not understand you and the situation because it’s not in person

Randy Phalen (she/her/hers) to Everyone : I'm still blown away that doctors have taken their services virtual when (in my experience) asking for this option pre-covid, it wasn't even considered or allowed. It just took a pandemic to get the world to embrace accessibility!

Cheri Mitchell to Everyone : My husband loves doing his counseling telehealth

Randy Phalen (she/her/hers) to Everyone : Not my experience, but a friend of mine did a telehealth assessment and paid for that but they told her she had to come into the office and she had to go in and had to pay their co-pay because they couldn't fully diagnose her without hands-on treatment. So, she essentially paid double for two visits related to the same thing even though they told her she had to come in. Seems excessive to pay double for the same treatment when, if it were safe for her to go into the office, that would've been her initial option.

Cheri Mitchell to Everyone : there are still lots of doctors who do not have telehealth

Lindsey Spoon to Everyone : and if you’re in an area like where I live there’s only one accessible transportation services

Cheri Mitchell to Everyone : I have had problems with doctor office not doing follow up example call in meds or doing needed paperwork for services like paratransit

Lindsey Spoon to Everyone : that you would to book like two weeks in advance

Randy Phalen (she/her/hers) to Everyone : I feel like telehealth is a double edged sword. It's a fantastic option that I hope we continue to use, but I also feel like it doesn't replace the necessity of an in-person visit.

Lindsey Spoon to Everyone : I agree with you randy

Eric Stoker to Everyone : I don't like when you have to use passwords for so many apps

Jacy Grant to Everyone : I don't like using Passwords for a lot of apps also

From cgray to Everyone : For my family it has worked well during the virus, My daughter is 46 with disabilities and with our assistance she can participate and it works. I worry about some other who cannot access it themselves and live alone, that couldn't navigate it. During regular times workers or staff might be present but during this time an issue. Many do not have the technology or internet either. I think it should stay after virus as an options, but access for all then needs to be addressed. Also for some it is good if they have the technology etc. because , yes here to transportation is difficult for a lot of people.

Randy Phalen (she/her/hers) to Everyone : I'm just afraid that when the risks of COVID decreases, doctors will forget about this and that makes me nervous because there are individuals who face geographical barriers that need this. Maybe there should be a pledge or a commitment that this will still continue to be an option and not something that we forget when it's over.

Robin Troutman (she/her| NACDD) to Everyone : I think it is definitely a conversation that people need to have. doctors and their patients

Discussion questions:1) Have you used any form of online healthcare or telehealth services to meet your medical needs? If yes, how was your experience? a. Did you have any challenges using the online system or telehealth services? 2) If you have not used online healthcare or telehealth services, why not? (Need training, do not have access to internet, cell phone or tablet/computer with facetime option etc.) Other reasons? 3) What questions or concerns do you have with using online healthcare or telehealth services?

Cheri Mitchell to Everyone : I have the problem tremors so thumb and eye does not work well for me

Randy Phalen (she/her/hers) to Everyone : Virtual visits are more accessible for me now (I'm hard of hearing and read lips) than in person visits. Requesting clear masks or face shields to receive my healthcare in a way that is accessible for me for the in-person visits can be difficult. They always offer to have an interpreter but that won't work for me.

Cheri Mitchell to Everyone : zoom offers one tap which helps with accessibility for some people. My husband hopes after COVID that he will still be able to do his monthly counseling by telehealth

Randy Phalen (she/her/hers) to Everyone : Also, I'm not sure what patient data security looks like for telehealth since online data is hackable and can pose a risk to a patient's medical security. Anyone know what parameters they are using for this?

Ramoda Anand to Everyone : Aloha, I am from Hawaii and I have cerebral palsy and I was invited by Daintry. I look forwards to meeting new people and friends. I have been an advocate for 10 years now and I love it. My experience with Telehealth has been very good. I do it all the time because of COVID right now. Much aloha, Ramoda Anand.

Angela Castillo-Epps to Everyone : Welcome Ramoda! Great to have you and glad you are accessing telehealth successfully :)

Randy Phalen (she/her/hers) to Everyone : YES, LINDSEY! YES! Fantastic point. So many times, you get hit with, "Do you need to be tested for COVID-19?"

Cheryl Powell to Everyone : That's why I have started seeing a physician's assistant

Cheri Mitchell to Everyone : my husband uses docx me

Jacy Grant to Everyone : 1. I have never used any form of online healthcare or telehealth services.

Jacy Grant to Everyone : 2. have not used online healthcare or Telehealth services because I want to see that Doctor in Person to check me in person.

Jacy Grant to Everyone : 3. I really have no other Questions or concerns to healthcare or Telehealth Services.

Courtney Tillman to Everyone : hi! Sam is also with me & he expressed that he misses visiting with his counselor face to face & getting out in the community more... it's been hard using telehealth as the only way to communicate.

Cheri Mitchell to Everyone : I want a smart house but cannot afford

Courtney Tillman to Everyone : ty here has been utilizing his google home more and has been enjoying it telling jokes and listening to music since being home a lot more!

Lindsey Spoon to Everyone : and within person visit sometimes even with the in person visit even if you advocate for yourself and your needs you’re denied it

Cheri Mitchell to Everyone : there needs to be some national standards for sharing from one system to another, and standards for record maintenance.

Courtney Tillman to Everyone : Christina here is loving her Alexa and it's been helping her a lot!

Cheri Mitchell to Everyone : everyone needs advocacy