

# USING TELEHEALTH WITH VULNERABLE PATIENTS

Barrier	Patients impacted	Proposed Solutions
<b>Lack of non-verbal or visual cues</b>	Low English proficiency            Hearing impaired            Speech impaired            Cognitively impaired	<ul style="list-style-type: none"> <li>• Face-to-face consultations when possible</li> <li>• Having another person present (e.g., carer, family member, friend).</li> <li>• Coordinating an interpreter to be included in the telehealth consult.</li> <li>• Allowing extra time in the consultation</li> </ul>
<b>Poor connectivity for internet and/or mobile service</b>	Rural & Remote            Low income	<ul style="list-style-type: none"> <li>• Face-to-face consultations when possible</li> <li>• Turn off video for video consults</li> <li>• Phone instead of video consults</li> <li>• Allowing extra time in the consultation</li> </ul>
<b>No access to a phone, internet, or computer</b>	Elderly            Low income            Experiencing homelessness	<ul style="list-style-type: none"> <li>• Face-to-face consultations when possible</li> <li>• Phone instead of video consults</li> </ul>
<b>No quiet, private, and safe space for consultation</b>	Low income            Experiencing homelessness            Living in an institution	<ul style="list-style-type: none"> <li>• Face-to-face consultations when possible</li> <li>• Allowing extra time in the consultation</li> </ul>
<b>Low Technology Literacy</b>	Elderly            Cognitively impaired            Low English proficiency	<ul style="list-style-type: none"> <li>• Face-to-face consults where possible</li> <li>• Phone instead of video consults</li> <li>• Links to telehealth software on practice website</li> <li>• Written instructions sent to patients in advance of the consultation</li> <li>• Text message reminder of appointment containing weblink to the consultation</li> <li>• Specific staff member to assist patients with consultation set up</li> <li>• Dedicated space and staff in practice to help patients practice using telehealth</li> </ul>