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Assessing Telehealth Vendor Products with an Equity Lens

August 31, 2022

Learning Objectives

By the end of the webinar, participants will be able to:

- Describe the importance of assessing telehealth vendors and their products with an equity lens.
- Identify two questions to ask an existing telehealth vendor or potential vendors to assess their products from an equity perspective.
- Identify one strategy described by a peer that can support your agency's standards of and commitment to equity as it pertains to telehealth vendors and their products.

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Hear From You

*Please go to menti.com on your phone or laptop
and enter code 4335 7792*

Why technology & equity

- Align with your organizational goals around equity
- Support delivering high-quality, accessible, equitable family planning services
- Establish a positive experience for users
- Maximize investment by ensuring a good fit that meets specified needs.

Foundational Step: From Audio to Video

Interest and resources to move from audio-only to audio-visual (AV)

- Clinical
 - Visual (and coached) elements of physical exam
 - Potentially increased rapport
 - Visibility to patient's physical environment

Domains of Vendor Assessment



Technology Needs



Language and Communication



Personal and Data Privacy



User Focus

Technology Needs



This set of questions focuses on the components of a telehealth platform that may present barriers for clients.

Does the platform require an email and/or a password to use? Does the platform require a login to use?

Can the platform be used on a variety of devices (e.g., computer, tablet, smartphone)?

Does the platform require downloading a separate app or browser extension?

If smartphone-focused, does it work on Android and iPhone? Does the platform work on tablets too?

Does the platform allow for switching from audiovisual (AV) to just audio (e.g., in the case that broadband is inadequate, if the client does not have sufficient data, if the client prefers not to be on video, and/or has safety issues)?

Language and Communication



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This set of questions focuses on the components of a telehealth platform that support access for those with different language or communication needs.

Are instructions for using the platform available in multiple languages?

How does this platform integrate with interpretation and/or translation services?

Does the platform allow an interpreter to join directly? Are providers or support staff able to facilitate this connection?

Does the platform have features that support use by clients with limited literacy or sight?

Are instructions available for clients who have limited literacy or sight? For example, are audio instructions available?

Does the platform have features that support use by clients with hearing impairment?

Does the platform provide for voice recognition? (e.g., voice-to-word transcription)

Personal and Data Privacy



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This set of questions focuses on both personal and data privacy features that are important for protecting client health information.

Does the platform allow for emojis or other non-verbal communication that may facilitate communication for clients when they are not in a private location or cannot speak about confidential matters?

Does the platform store client information (e.g., chat or phone number)?

Is any information that is captured and stored by the platform used for another purpose (e.g., is data shared with or sold to data brokers or marketers or is data used to target services or offerings)?

Does the platform have privacy settings that prevent instances, such as taking screenshots?

User Focus



This set of questions focuses on how (or if) the telehealth platform addresses the needs of users seen in Title X settings.

Has the company that owns the platform made any public statements about commitment to digital equity or access?

Who was the platform developed for, specifically? How has it been adapted for clients with other needs?

With whom has the platform been user-tested?

Is there technology support that clients can access? How do they access that support?

Are there any costs that a client may incur within, or as a result of, this platform?

What If You Already Have a Platform?

- Assess the platform(s)/system(s) you are currently using with these questions to definitively know what accessibility features exist
- Keep this framework in mind the next time you are shopping around for a platform/system

Breakout Room Discussion

1. Based on what you've heard, what is one characteristic (or more) of your telehealth vendor that you will consider looking into further? Why?
2. What will you be able to take to your agency?

Report Out

*What are 1-2 takeaways from your discussion?
What did you learn?*

Resources

- [Telehealth Vendor Equity Assessment \(RHNTC\)](#)
- [Telehealth Services: Taking an Inclusive, Equity-Driven, and Trauma-Informed Approach \(RHNTC\)](#)
- NFPRHA's [telehealth resource repository](#)



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Thank you!

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