We worked collaboratively with Root’s Staff to create the following:

- Screening processes to identify patients with barriers to accessing telehealth services such as limited digital literacy, lack of access to devices and/or lack of access to the internet
- Partnerships with programs that align with Roots Community Health Center goals and values to purchase quality refurbished devices for patients. We were able to accrue 25 devices (20 laptops and 5 iPads for our pilot launch of the program)
- A workflow to store, manage and distribute devices to patients in need of devices, internet access or digital literacy training
- Technology guides and workflows for phone-based and in person digital literacy trainings
- Resource guides to support community members in need of low-cost, reliable internet access at home

Outcomes

Lessons Learned

There were many programmatic challenges in crafting this program to be as patient-friendly as possible. We recognized early on that patient input and feedback needed to be centralized in all stages of development and implementation. Furthermore, we recognized that this feedback should be collected in a formal, permanent manner with compensation for patient input. Additionally, we recognized that additional support staff was needed to sustain this program. As such, we recruited volunteers from both Stanford and UC Berkeley to aid in development and long-term implementation.

Future Directions

- The program will launch utilizing both volunteers and Root’s staff to screen by phone for current patients in need of devices, internet access or digital literacy training.
- In recognition that patient voice and input is essential in all stages of program development, Roots launched a Telehealth Patient Advisory Council (TPAC). So far, in these meetings we identified the need for:
  ○ digital literacy and cybersecurity trainings
  ○ a simplified process to access resources
- TPAC will continue to meet and provide feedback on program structure and workflow.
- We have partnered with non-profit organization EveryoneOn who has donated laptops to distribute to patients and who will offer a weekly digital literacy class for Roots’ Patients.

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