

# Navigating the Telehealth Neighborhood: Guides and Resources for Telehealth and Digital Equity and Inclusion

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# What are digital Equity and Inclusion?

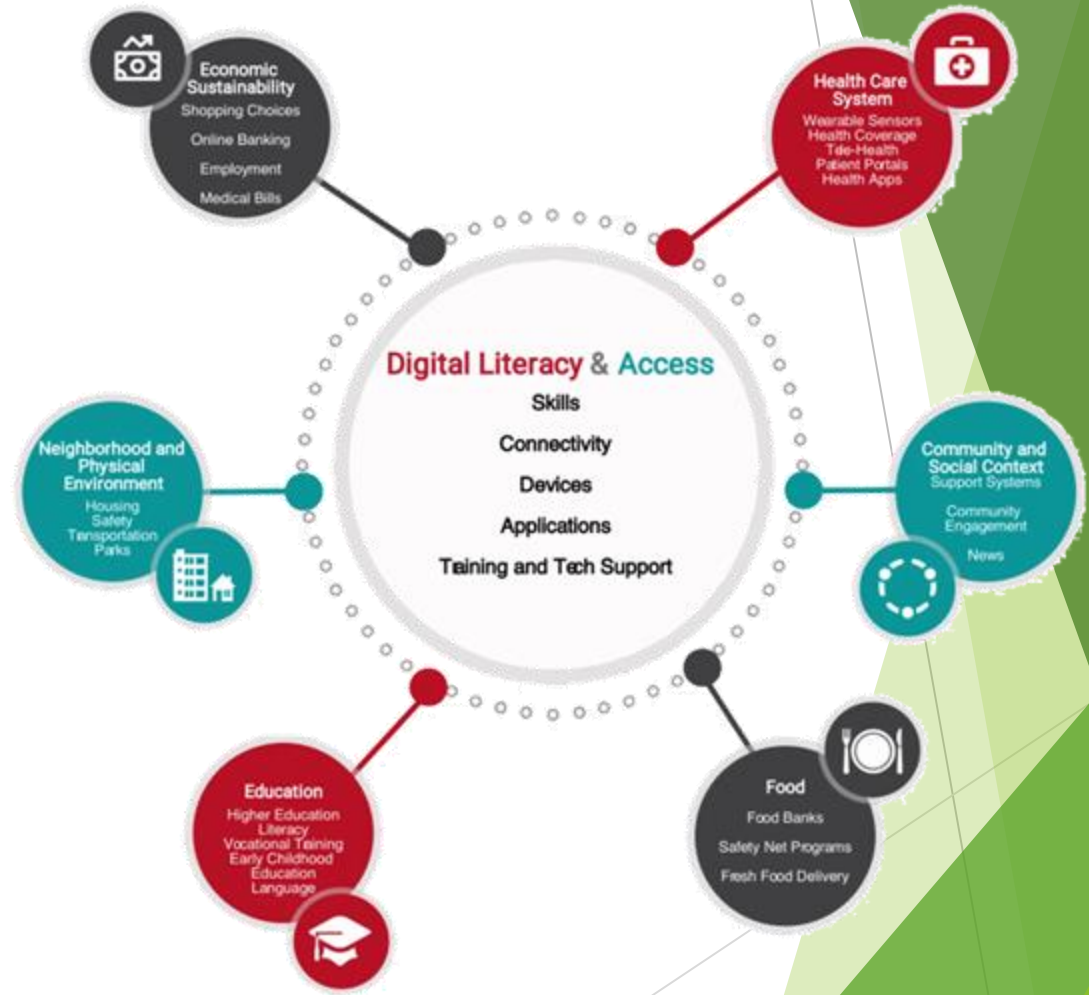
- **Digital Inclusion:** Activities necessary to ensure that all individuals and communities have access to and use of Information and Communication Technologies.
- **Digital Equity:** Condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy and economy.
- Both are necessary for civic and cultural participation, employment, lifelong learning, and access to essential services ... INCLUDING HEALTHCARE!



<https://www.across.health/publication/across-health-1000-to-1-cartoon-the-digital-divide>

- Applications for employment and social services are increasingly and exclusively online
- Sources of health information and patient portals have been digitized
- Increased use of telehealth widening disparities
- Costs of equipping a person to use the Internet and devices to manage healthcare are more sustainable than treating acute conditions

npj | digital medicine



Sieck, C.J., Sheon, A., Ancker, J.S. et al. Digital inclusion as a social determinant of health. *npj Digit. Med.* **4**, 52 (2021). <https://doi.org/10.1038/s41746-021-00413-8>

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the left and right sides of the frame, leaving a large white central area. The shapes are layered, creating a sense of depth and movement.

Let's talk Solutions!

Table 1

Patient Demographics and Visit Characteristics by Visit Modality from June 2020 Through April 2021

| First primary care visit modality             | In-person            | Telemedicine | p value      |
|---|----------------------|--------------|--------------|
| # of observations                             | 4045                 | 2108         |              |
| Female (%)                                    | 2148 (53.1%)         | 1277 (60.6%) |              |
| Age (mean, SD)                                | 64.0 (17.3)          | 62.5 (17.7)  |              |
| Race (%)                                      | Black                | 1488 (36.8%) | 1060 (50.3%) |
|   | White                | 2330 (57.6%) | 938 (44.5%)  |
|   | Other/unknown        | 227 (5.6%)   | 110 (5.2%)   |
| Ethnicity (%)                                 | Hispanic Latino      | 239 (5.9%)   | 76 (3.6%)    |
|   | Non-Hispanic Latino  | 3766 (93.1%) | 2012 (95.5%) |
|   | Unknown              | 40 (1.0%)    | 20 (1.0%)    |
| Payor (%)                                     | Commercial           | 1023 (25.3%) | 573 (27.2%)  |
|   | Medicaid             | 619 (15.3%)  | 319 (15.2%)  |
|   | Medicare             | 2160 (53.4%) | 1166 (55.3%) |
|   | VA/uninsured/unknown | 243 (6.0%)   | 50 (2.4%)    |
| Days from discharge to appointment (mean, SD) | 10.3 (7.2)           | 8.9 (6.4)    | $p < 0.0001$ |
| Scheduled within 7 days of discharge (%)      | 1857 (45.9%)         | 1140 (54.1%) | $p < 0.0001$ |
| Visit scheduled with assigned PCP (%)         | 2734 (67.6%)         | 1480 (70.2%) | $p = 0.04$   |
| Visit completed (%)                           | 2488 (61.5%)         | 1771 (84.0%) | $p < 0.0001$ |

[Open in a separate window](#)

## Digital Biomarkers

Digit Biomark 2020;4(suppl 1):119–135

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## Next Generation

# The Role of Digital Navigators in Promoting Clinical Care and Technology Integration into Practice

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Bressman E, Werner RM, Childs C, Albrecht A, Myers JS, Adusumalli S. Association of Telemedicine with Primary Care Appointment Access After Hospital Discharge. J Gen Intern Med. 2022 Aug;37(11):2879–2881. doi: 10.1007/s11606-021-07321-3. Epub 2022 Jan 11. PMID: 35018569; PMCID: PMC8751457.  
Wisniewski H, Gorrindo T, Rauseo-Ricupero N, Hilty D, Torous J: The Role of Digital Navigators in Promoting Clinical Care and Technology Integration into Practice. Digit Biomark 2020;4(suppl 1):119–135. doi: 10.1159/000510144



## THE DIGITAL NAVIGATOR MODEL

"Adding Digital Equity to Our Social Safety Net"

**WHAT'S THE USE OF A DIGITAL NAVIGATOR?**

Digital equity and inclusion cannot be achieved overnight. They require a regulated process of bringing devices, internet access, and digital literacy skills to individuals. A digital navigator is an individual at an organization who works specifically to mediate this process.

**WHO IS A DIGITAL NAVIGATOR?**

Digital navigators can be volunteers or staff who work at resource-giving institutions, such as libraries, social service agencies, and community-based organizations. They work directly with community members and are familiar with resources that address digital equity.

**HOW DOES IT WORK?**

The digital navigator model follows that of Adult Basic Education. The process is learner-centered, customized for each site and individual. A competent Navigator assesses the needs of the individual and guides them towards the suitable resources. The Navigator works one-on-one with each community member, forming trusting relationships through repeated contact.

**WHY DOES IT WORK?**

The Digital Navigator Model is a replicable framework for organizations that already provide digital inclusion services. It is customizable according to each organization's capacity and, through continual, one-on-one contact, ensures that each individual's needs will be met.

**NDIA** **Literacy Minnesota** **NORTHSTAR DIGITAL LITERACY**

# What is a digital Navigator?

- ▶ Digital navigators are trusted guides who assist community members in internet adoption and the use of computing devices. Digital navigation services include ongoing assistance with affordable internet access, device acquisition, technical skills, and application support.

# What is a TAP?

A Telehealth Access Point, or TAP, is a dedicated public space for individuals to access a telehealth appointment. These spaces consist of an adequate internet connection, a device with working camera, speaker and microphone, as well as privacy considerations in the form of a dedicated room or kiosk where the telehealth visit can be conducted. TAPs may also have support staff to assist an individual through a telehealth appointment if needed.





Our Goal:  
Increase Patient Digital  
Health Literacy and  
Create More Awareness  
of TAPs

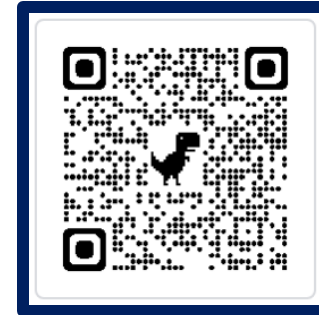


# NAVIGATING the TELEHEALTH NEIGHBORHOOD

A Guide to Telehealth Access for Digital Navigators



**Training is Live**



- Uses the terms “navigator” and “participant” to promote adaptability of the course
- 3 Main Sections:
  - Intro to Telehealth for Navigators
  - Telehealth Navigator and Participant Resources
  - Process maps and Participant Considerations for Telehealth Navigation

# Telehealth Access Points are now live at:

[findtelehealth.nrtrc.org](https://findtelehealth.nrtrc.org)

TAPs



SCAN THIS CODE TO SUBMIT A TAP!



## TOOLKITS

## Digital Navigation Toolkit

BY NCTRC STAFF • AUGUST 8, 2023

Digital Health Navigators are individuals who address the whole digital inclusion process — connectivity, devices, and digital skills — to support community members and provide access to healthcare. This toolkit provides helpful resource links relating to digital navigation.

This post was originally published by NCTRC Staff and provided to NCTRC for syndication.



# Telehealth 101: What Libraries Need to Know

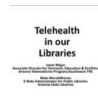
June 12th- July 12th, 2023

Libraries across the United States are beginning to offer patrons access to telehealth services as a strategy for addressing inequities in digital access to healthcare. Explore library telehealth programs, why they are important, and how it enables greater access to quality healthcare.

Join us for this self-paced, 3 hour course.

[Register on nnlm.gov/training](https://nnlm.gov/training)

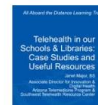
## Telehealth Access in Libraries



Telehealth in our Libraries



Idaho Telehealth and Libraries Toolkit



Telehealth in our Schools &amp; Libraries: Case Studies and Useful Resources



TeleConnect Online Health Visits and Social Services



Shhhhhh! The Doctor's In. Guide to Connecting Library Patrons to Better Health

## Digital Equity, Inclusion and Literacy Resources



Navigating the Telehealth Neighborhood: A Guide to Telehealth Access for Digital Navigators



Navigating the Telehealth Neighborhood: Establishing if a Participant is Appropriate for Telehealth



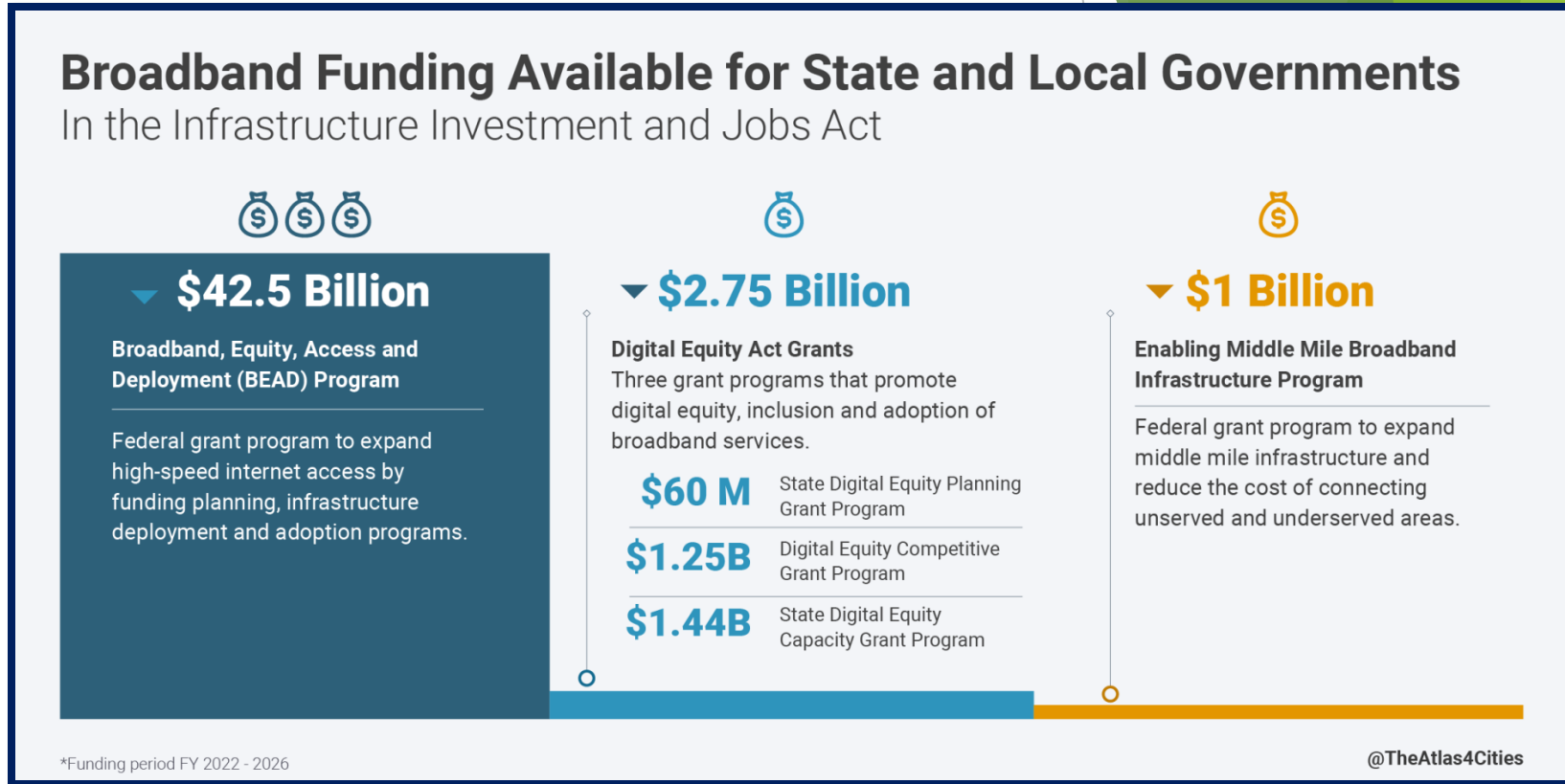
Navigating the Telehealth Neighborhood: Participant Internet Access Process Map





# The Future is now!

- See who received the funding for your state
- Contact Them!
  - We have a Template for Comment!
  - [See Arizona's BEAD 5-Year Action Plan](#)
- Meet with your state NTIA Officers
- Partner with program sub-awardees
  - Community Anchor Institutions
  - Internet Service Providers
  - Digital Navigators
- CONTACT YOUR TRC!



- All this and more information and more!





*NRTRC 2024 Conference*  
The **NEXT GENERATION**  
of **TELEHEALTH**  
*from Reactionary to Visionary*

**April 29 - May 1, 2024**  
Seattle, Washington



# Thank You!

Questions?

[info@nrtrc.org](mailto:info@nrtrc.org)

[www.nrtrc.org](http://www.nrtrc.org)