

NMMP HOME VISITING PROGRAM'S TELEHEALTH LISTENING SESSIONS

Community Residents Share their Experiences Accessing Health Care through
Tele-Health. Funded by NYSHF in Partnership with University at Albany and
New York Presbyterian



Home Visiting Program	Hospital	Age	Race	Ethnicity Hispanic	Zip code
<i>Healthy Start</i>	Bronx Care	29	Honduras	Yes	10463
<i>Spanish Speaking</i>	Harlem	25	Dominican	Yes	10029
	Lebanon Bronx	24	El Salvador	Yes	10460
	Lincoln Bronx	21	Honduras	Yes	10027
	Metropolitan	31	Honduras	Yes	10027

1. Let's talk first about getting started with the system. Can you tell us about any concerns you might have had about using the system before getting started with it?

Follow up questions:

- Can you tell us about any challenges you might have had with getting signed up and learning the system in the beginning?

—Participants all agree there weren't any challenges.

- How were you able to address those challenges?

—N/A •

*For client groups whose first language is not English: Could you talk about any particular challenges that came up for you as Spanish speakers/French speakers?

—Participants all agree there weren't any challenges. The System is in Spanish which is their primary language.

- How helpful was your CHW to you in getting signed up and learning how to use the system?

Can you tell us about what form that support from your CHW took?

—3 of 5 Participants agree that their CHW was extremely helpful in helping with downloading the application into their phones as well as helping in creating an Account.

2. You can do a number of different things with MyChart. Can you tell us which feature of MyChart you have used?

—3 of 5 have used MyChart for scheduling/rescheduling appointments.

—3 of 5 for Prescription refills and/or changing pharmacy.

—3 of 5 to view testing results

—3 of 5 to view outcome of Medical Visit.

—3 of 5 for video calls with PCP

For each response, follow up with:

- How was that?

—3 of 5 agree it was pretty simple

Did you feel like it was easier than your way of doing that before you had MyChart?

—3 of 5 agree that it is easier

- Who else used that feature?

—3 of 5 singular use, no one else in household

Prompts - if participants don't mention one of these features, follow up with:

- How about Appointments - that's the feature that lets you schedule an appointment, sends you reminders, lets you view visit summaries, and do video visits with your provider - did anyone use that?

—3 of 5 use all features mentioned above

How was that?

—3 of 5 agree is easy

Did you feel like it was easier than your way of doing that before you had MyChart?

—3 of 5 agree it is easier than before having MyChart

- How about Messaging a provider - did anyone use that?

—3 of 5 have not used messaging

How was that?

—N/A

Did you feel like it was easier than your way of doing that before you had MyChart?

—N/A

- How about Refilling prescriptions - did anyone use that?

—3 of 5 use this feature

How was that?

—3 of 5 agree it was easy

Did you feel like it was easier than your way of doing that before you had MyChart?

—3 of 5 agree is easier than before MyChart

- How about Viewing test results - did anyone use that?

—3 of 5 use this feature

How was that?

—3 of 5 agree it is easy Did you feel like it was easier than your way of doing that before you had

MyChart?

—3 of 5 agree is easier than before MyChart

For each of these features, also ask:

- If you didn't use it, what are the reasons why you haven't or wouldn't use this feature?

—2 out of 5 were not aware of this feature

3. Overall, what do you like best about the MyChart portal?

—3 out of 5

1. Appointment Reminders

2. Medical History

3. Simplicity

Prompt:

Do you find that the video visits and/or the prescription refill features make accessing healthcare easier? —3 of 5 agree to easy accessibility

Why or why not?

—N/A

4. Overall, what were some of your challenges with using the MyChart portal?

—N/A

Follow up questions:

- Did you have any concerns with attending virtual visits using a video connection?

—2 out of 5 have issues with virtual visits. Call drops/disconnection problems

o Did you have privacy concerns that others could access your session?

—N/A

Can you explain what your concerns were?

—N/A

• Did you feel less connected with your provider in a video visit?

—3 out of 5 feel less connected with PCP during video visit.

Can you say a bit more about that?

—3 out of 5

1. Prefer in person visits with PCP

2. Feel rushed during PCP visit

• Were you less comfortable asking questions?

—3 of 5. No

Why do you think that is?

—N/A

• Did you have any concerns with not having a physical exam?

—3 of 5 have concerns about physical exam

Can you say a bit more about that?

—5 of 5 agree to having Physical Exams in person is much better.

• Did you have any concerns with not being able to have lab test at the time of your visit?

—5 of 5. No

• Did you feel like you had a choice whether to see your provider via telehealth or in person?

—3 of 5 agree to having choices in person or via telehealth

5. What do you think could make the experience of using MyChart and video visits better for clients in the future?

—3 of 5 Participants

1. Connection Issues

2. More time when in virtual visits

Healthy Families	Harlem	39	Black	No	10027
French Speaking	Mount Sinai	36	African	No	10029
	Metropolitan	41	Black	No	10029
	Metropolitan	31	Black	No	10029
	Harlem	38	Black	No	10027

How MyChart, is used:

- Use it to speak with the doctor
- Use it to make appointment for them self and their Children
- Use it to talk about their medical issues with doctors, via virtual or phone call
- Use it to request medication refill or urgent medication in case of emergency
- one had difficulties; she always went to the hospital to make appointments.

Challenges:

languages are the most challenging for me, they never give me an interpreter through phone call, but in Harlem Hospital they have a man name Mr. Sow who follows up with all translation that I need.

However, sometimes they bring some interpreters who are not able to express what the doctor says typically.

I found MyChart interesting with kids physical, appointment, and all medical concern for my family. But I have a Mont Sinai My chart, and I found out that it is easier to use that chart better than the Harlem My chart.

Yes, I saw some people using it and I help them to better use it for certain difficulties.

Communicate better about the application and make it easier for family members to access the application.

Yes, I use video call many times with my doctor.

No, I never use video call overall I do not use My chart.

If I am not sick, I prefer virtual but if I have medical issues, I do in person visit.

Yes, they give us choices whether in person or online.

I will tell that person to use My chart, because it is helpful for mothers to have refill on medicine without going to the hospital. Some people who do not have the app do not know how to download the app.

Healthy Families	Metropolitan	32	Mexican	Yes	10031
Spanish Speaking	Jacobi	22	Latina	Yes	10029
	Bellevue	33	Latina	Yes	11206
	Harlem Hospital	41	Latina	Yes	10032

Let's talk first about getting started with the system. Can you tell us about any concerns you might have had about using the system before getting started with it?

- MyChart was difficult to use at the beginning, but it became easier to use. I don't really have any concerns. MyChart enables me to see appointments, test results and other things. I haven't had a bad experience yet.
- The only concerns I have is that the test results are in English. My concern is that I have limitations due to the language. But I like that I get appointment reminders.
- The only concern I have is that the hospital doesn't provide with information on paper anymore. Everything is on there and in English, which I don't understand. But I really like that I can check appointments there and that I can be more organized as I have multiple children, and they all have different appointments for different things. I can also see my appointments and they send me reminders and the hospital sometimes call me too.
- I don't really have any concerns about MyChart.

You can do a number of different things with MyChart. Can you tell us which features of MyChart you have used?

- I have used the feature to ask for a refill on a medication.
- I haven't used any of the features as I don't know how to navigate it.
- I have used it just to look for upcoming appointments. But I don't really know how to navigate it.
- I haven't used any of the features.

Overall, what do you like best about MyChart portal?

- The appointments and the reminders.
- To be able to see when I have an upcoming appointment.
- To see the appointments.

Overall, what were some of your challenges with using MyChart portal?

- It's hard to navigate due to the language limitation.
- I don't know how to navigate it.
- I haven't encountered any challenges.

- No challenges.

What do you think could make the experience of using MyChart and video visits better for Clients in the future?

- Having somebody who would explain MyChart and the things that could be done in it when people are first asked to download it at the hospital.
- Being able to use MyChart with the language I speak.
- Something that would be good on MyChart is getting all of the information from different appointments or even ER visits when we go to different hospitals. I can only see the hospital I downloaded MyChart at.

- Usually when I have to schedule an appointment, they give me the option to have an in person or a virtual appointment, but I don't really like the virtual option. - Everybody agreed.

- I prefer in person appointments instead of the virtual one as I feel like in person it's more convenient. Doctors can check the child if something is wrong, which is something they can't do virtually. Also, when at the doctor's office if I need help with translation or something else, the nurses assist me, and I can also ask them question. Something I wouldn't be able to do in the virtual visit.

- I think in person appointments are better than video visits as they pay more attention to you and your concerns. I can talk to my doctor; express any issue I might have, and the doctor is more likely to address it without rushing me.

- It's hard for me to communicate in person as the doctors I have only speak English and when they have the translator, they usually have technical difficulties. Most of the time I have questions to ask, and the doctors dismiss me and tell me to ask in the next appointment. It's worse when I do virtual visits as the doctors are rushing and I can't even ask questions because sometimes they can't get a translator right away.

The group was also talking about in person visits.

- I wish the treatment I receive at some doctor's office could change. The staff sometimes have attitudes and don't seem like they want to help you.
- The miscommunication, the translation, the fact doctors don't want to explain, answer questions or even try to help.
- A lot of doctors don't really pay attention to moms' concerns.
- I don't like that every time the baby has an appointment, she sees a different doctor. I want an individualized doctor for her who we get to know and that they know what's going on with the baby without having to read the previous doctors notes all the time.

The session ended with everybody talking about how they were going to advocate for themselves to get better care.

PICHC	NYP	27	-	Yes	10032
Spanish Speaking	NYP	28	-	Yes	10031
One Interviewed separately	NYP	33	Black	yes	10033

One of the participants shared that at first she felt a little afraid to use the application but little by little she was learning and discovering all the benefits that using the application has brought her and her daughter as well. The client stated that she is currently using MyChart portal for to make appointments, refill of medicines and reminders for herself and her daughter. She also expressed that she agrees with virtual medical consultations only if they are for control but that if there is any disease she definitely prefers face-to-face consultations. Finally, she commented that she would like the system to improve in that she can choose the doctor with whom to make an appointment and that it is not the system that assigns it to her and her daughter.

The other participant, although she has the application, has difficulty with technology and shared that it is difficult for her to use the application and that she has been able to schedule appointments for her and her daughter with the help of her community health worker.

Another client who was invited to participate in the session chose not to do so because she has great difficulty using the application and she continues to make medical appointments using the traditional phone call system.

Interviewed individually

The client stated that she likes using the MyChart portal, because it is easy to understand and navigate through. She uses it for herself and her daughter. She went on to say that the portal is more convenient for getting reminders of upcoming appointments, as well as prescription refill reminders for herself and daughter. The client also mentioned that all her medical records are easily accessible on the MyChart portal. She can communicate with her doctors via text on the portal and her doctors can also respond back through the portal. Video call appointments are good but not easy to schedule an appointment for one, the client said. The client prefers in-person appointments than video call ones.

The MyChart portal has some challenges as the client pointed out. She finds it difficult to schedule appointments. She said that the portal has no options to change or choose another provider. Creating/scheduling appointments/visits is a major problem, as mentioned by the client. Every time when the client is scheduling appointments she is required to enter her demographic information. The client stated this is frustrating, annoying and wastes a lot of time. She shared that the wait time for a representative to answer the phone was too long whenever she would try to schedule an in-person appointment.

The client shared that she uses the appointments, messaging a provider and refilling prescriptions feature on the MyChart portal. The client stated that accessing healthcare should be easy for all clients. She shared that in-person appointments should be more efficient if patients were not called based on the types of insurances they have/use. The client stated patients with private health insurance are given first preference than those with state health insurance for appointments at the hospital.

Four listening sessions were conducted with clients from NMPP home visiting programs. Three sessions were with clients that receive services at hospitals other than NYP. One session was with NYP clients who did not come through the process. Three sessions were with individuals who speak Spanish. The other group speaks French.

Key Findings

My Chart Usage:

- To make appointments
- Reminder of appointments
- Refill prescriptions

Challenges:

- Language – test results are in English
- Interpreter may not be available for video visit or not effective
- Connection issues – calls drop
- navigating

Recommendations:

- have someone explain MyChart at the hospital before being asked to download app.
- Improve communication/interpreter during video visits

- In person visits preferred if exam needed
- CHW's are helpful