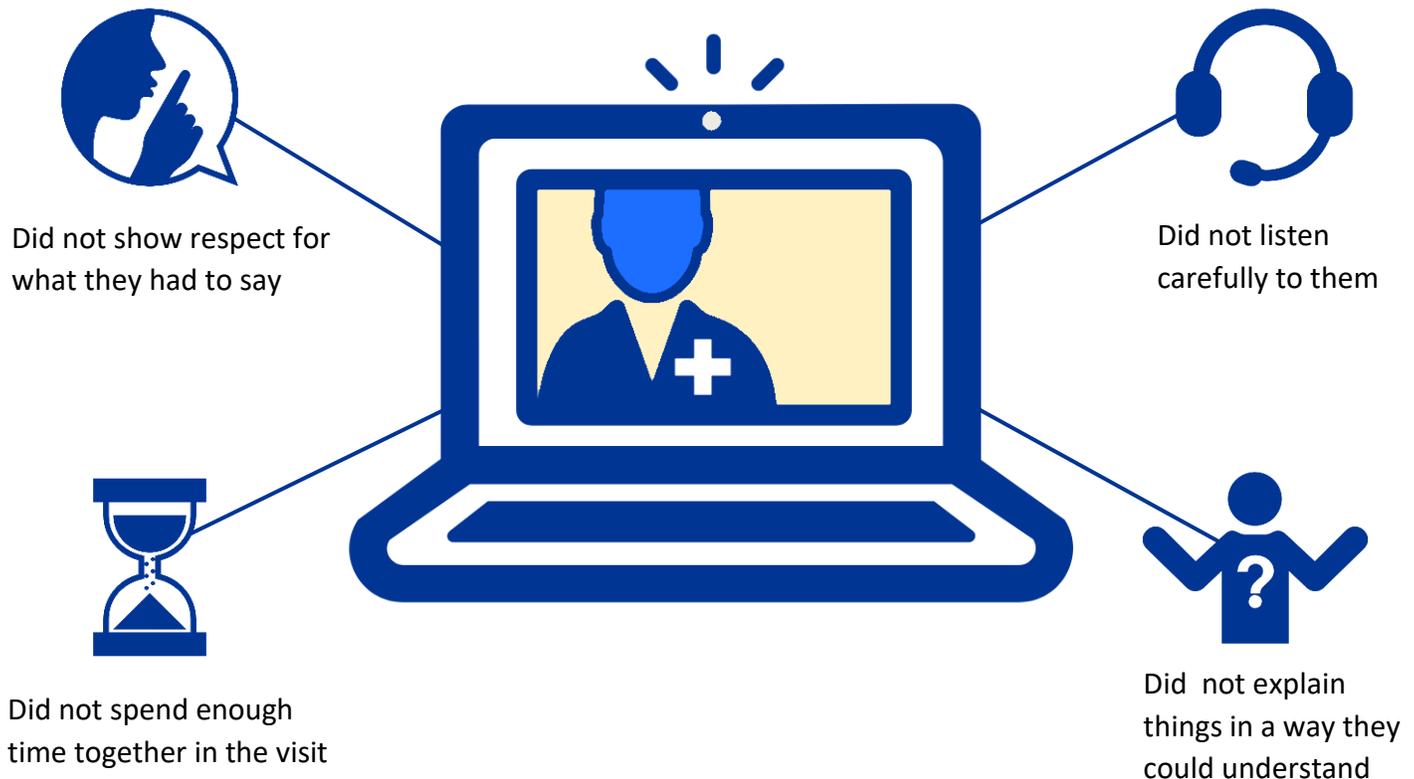


Because of the COVID-19 pandemic, the use of telehealth has increased in the last 6 months. In New England, adults with disabilities are more likely than adults without disabilities to use remote healthcare visits.

Despite using telehealth more, adults with disabilities were **less satisfied** overall with the remote care they got. Compared to adults without disabilities, adults with disabilities more likely reported that at their most recent telehealth visit, primary care providers:



Many sources discuss technology barriers to telehealth for people with disabilities. While these are important, providers also have a role in making telehealth more accessible.

Strategies to Improve Telehealth Care for Adults with Disabilities:

- **Use** active listening as much as possible during telehealth visits;
- **Encourage** each person to participate in their own care;
- **Communicate** using [plain language](#) and check for understanding;
- **Provide** flexible appointment times and agree upon how the time will be spent;
- **Refer** to online resources such as the [Quick Guide to Telepractice Best Practices](#) from the University of New Hampshire's Telehealth Practice Center;
- **Participate** in professional development trainings that focus on disability competence, such as [Responsive Practice: Providing Health Care & Screenings to Individuals with Disabilities](#);
- **Contact** the [NH Disability & Public Health Project](#) with questions or concerns about accessibility.





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Because of the COVID-19 pandemic, 4 out of 5 adults with and without disabilities in New England got more telehealth care in the last 6 months from their primary care provider.



Look inside to learn more...

*Data source: StatsRRTC 2020
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Alternative formats available on request.

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