

Developing a Multilingual Health Service Information Guide for Bay-Area AANHPI

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COMMUNITY PARTNERS

NICOS Chinese Health Coalition

Vietnamese American Roundtable

ABSTRACT

Background: The Bay Area has long been home to a large, fast-growing, and diverse community of Asian American and Native Hawaiian/Pacific Islander (AANHPI) native-born residents and immigrants. Previous work has found large disparities in healthcare access for AANHPIs, and the uninsured rate is higher than the state average in several AANHPI groups, especially for those with limited English proficiency. Our study aims to understand the factors influencing healthcare access among AANHPIs in the Bay Area.

Methods: As preliminary work, we conducted standardized interviews with two community partners, NICOS Chinese Health Coalition (<http://www.nicoschc.org>) and the Vietnamese American Roundtable (<https://www.varoundtable.org>), and performed a database search to identify free clinics and federally qualified health centers (FQHCs) with interpretive services in San Francisco (SF) county.

Results: Standardized interviews with community partners showed that AANHPI in SF county face COVID-19-related delays in accessing healthcare. Transportation is an obstacle in reaching clinics that offer services in patients' native languages. Increasing training for community health workers and language interpreters can increase healthcare access. Our search found 83 FQHCs and six free clinics in SF county, and of those, 50 FQHCs and one free clinic provided interpretive services. Furthermore, 47 FQHCs and zero free clinics list interpretive services in AANHPI languages (i.e. Cantonese, Vietnamese, and Tagalog) on their website.

Conclusions: These results demonstrate the importance of offering interpretive services in AANHPI languages considering the large proportion of residents who are monolingual in an AANHPI language. Future work will be done with our community partners to disseminate information about free clinics and FQHCs.

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