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ROOTS-STANFORD PARTNERSHIP: IMPROVING TELEHEALTH ACCESS AND COVID OUTREACH FOR SPANISH-SPEAKING COMMUNITY MEMBERS IN ALAMEDA AND SANTA CLARA COUNTY

Background.
During the COVID-19 pandemic the tectonic shift in healthcare delivery to telehealth is worsening existing health disparities, exacerbating inequitable access to historically vulnerable populations. Roots Community Health Center in Alameda and Santa Clara Counties has found 70-80% of patients accessing Roots' COVID-19 testing are Spanish-speaking LatinX/Hispanic. To strengthen linkages with the community, Roots partnered with Stanford University to develop a student outreach program.

Community Partners.
Roots Community Health Center

Methods.
We engaged local students with Spanish-speaking proficiency to support outreach to COVID-19 patients to access video visits and community resources. Our Roots-based outreach coordinator launched the outreach pilot and recruited Bay area student volunteers. We used this experience to develop a toolkit for other organizations to implement similar projects.

Results.
To date we've completed 83 outreach phone calls (average 30min/call) to COVID-19 patients. The most commonly reported concerns are food insecurity, unpaid leave from work, and rent insecurity. Telehealth engagement barriers commonly include lack of an email address or personal cell phone. Having piloted the outreach and confirmed extent of needs, we have recruited and started onboarding 35 additional volunteers from 6 local pre-health/pre-med academic programs. Lessons learned in this onboarding stage include navigating secure patient information-sharing for volunteers without access to Roots' electronic medical record.

Conclusions.
We have been able to build, troubleshoot and document an outreach program leveraging local student volunteers to meet the needs of historically underserved communities with Roots Community Health Center to address disparities seen in COVID and in telehealth.

COMMUNITY PARTNER

ROOTS COMMUNITY HEALTH CENTER