

# BACKGROUND

**01.** DURING THE COVID-19 PANDEMIC, TELEHEALTH HAS BECOME A WIDESPREAD SOLUTION TO CONNECTING MEDICAL PROVIDERS TO PATIENTS, BUT OLDER ADULTS OFTEN ENCOUNTER BARRIERS TO ACCESS

**02.** UNDERSTANDING THE COMPLEXITIES OF OLDER ADULTS' EXPERIENCES IS VITAL TO SERVING THIS HIGH NEEDS POPULATION

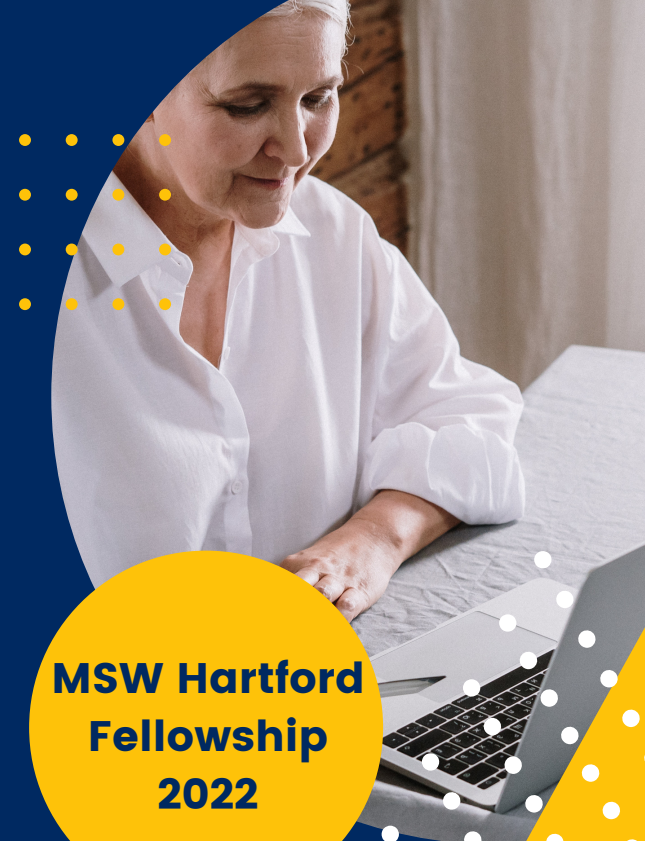


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**TELEMEDICINE AND OLDER ADULTS: THE EXPERIENCE PRE- AND MID-PANDEMIC**

## Conversations with Older Adults

17 interviews were conducted with older adults asking about experiences using telemedicine prior to and during the COVID-19 pandemic.

3 used telemedicine prior to COVID-19

8 used telemedicine during COVID-19

16 out of 17 preferred in-person visits

Of these, 4 would agree to telemedicine if necessary



## What's missing from telehealth?

**Respondents called out...**

### Convenience

Technology often doesn't work like it is supposed to.

In-person visits offer opportunity for immediate lab tests or exams.

### Comfort & Connection

Telemedicine feels rushed and not as intimate.

Patients want a trusting, genuine connection with a provider.

## How can we improve and what are the challenges?

- Offer digital literacy training
  - Requires dedicated staff and significant time investment
- Provide access to required technology and devices
  - Financial and logistical burden
- Ensure access to in-person assistance for older adults using telemedicine
  - Not always available for all older adults

