



No Grandparent Left Behind

Asian American Elderly and the Telemedicine Gap



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Who¹:

- AHSC community groups
- Cantonese, Korean, Vietnamese
- Age 60-88 yo
- Mar 28, 29, 30 2023
- Staff: Program managers, Group leaders, volunteers

	Canto	Kor	Viet	Total
N=	28	23	16	70 clients
X̄ age	75.48	73.2	73	75.57 yo

Goals

- Download Zoom, MyChart, Gmail on own devices
- Be comfortable requesting interpreter+ tech support
- Practice a virtual visit from start to finish
- Express telemedicine features that are available + important

Client Concordant Workshop

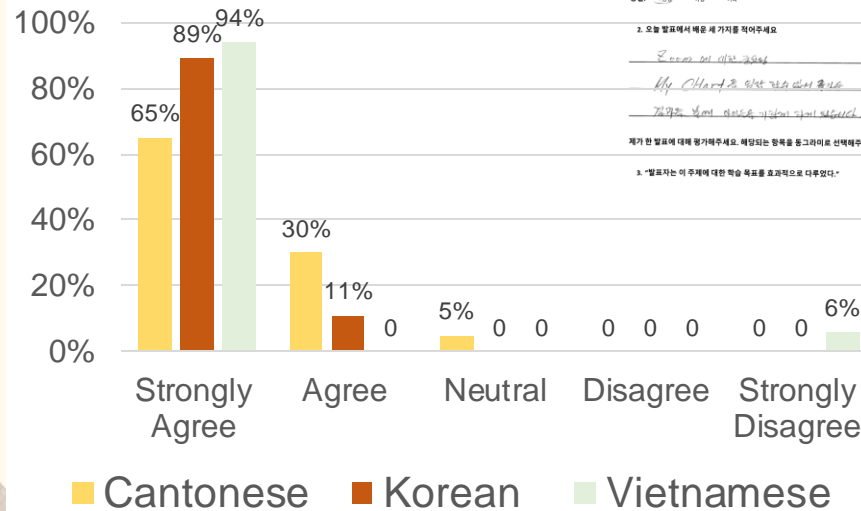
Age^{2,3}: 1-on-1, own devices, "How-to", large text, multi-modal

Language^{4,5}: interpretation, images, text, video, audio, text, multi-modal

Culture⁶: existing groups, AHSC organization-led, collectivism, community buy-in



Effectiveness Addressed Goals



Comments

- 🇨🇳 "I learned how to request for a translator"- 73 yo F Cantonese
- 🇰🇷 "It's difficult for older people to learn, but with some practice, we can do it." 60 yo F Korean
- 🇻🇳 "Success thanks, Need more workshop, classes with wide range of practical topics" - 71 yo Vietnamese

+/-

- + Vietnamese team: All 16 clients successfully logged into a Zoom visit
- + Korean team: clients requested staff for future zoom meetings to practice
- Forgetting passwords, usernames
- Time constraints of a single session

Thank you Partners!

Asian Health and Service Center Staff

- Cang Le, Nga Nguyen
- Injae Goode, Maria Park, Jinny Sohn
- Elkie Li, Kyle Hsu
- + volunteers !!

References

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