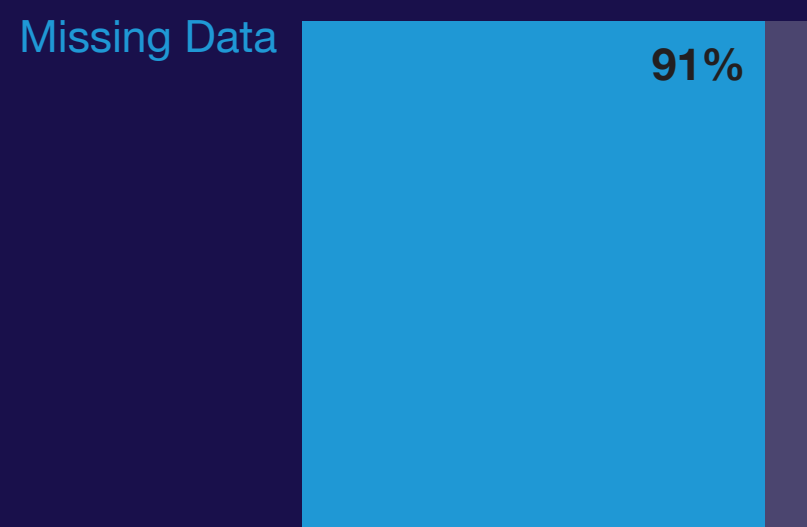


Telehealth + Limited English Proficiency (LEP) Communities in Massachusetts

By Vu Nguyen

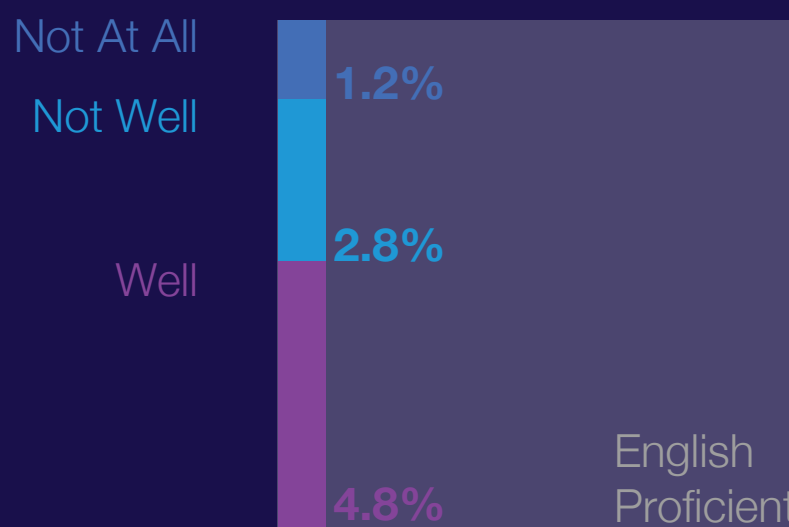
More than 91% of data on a COVID-19 positive person's main language is missing

Source: Masslive



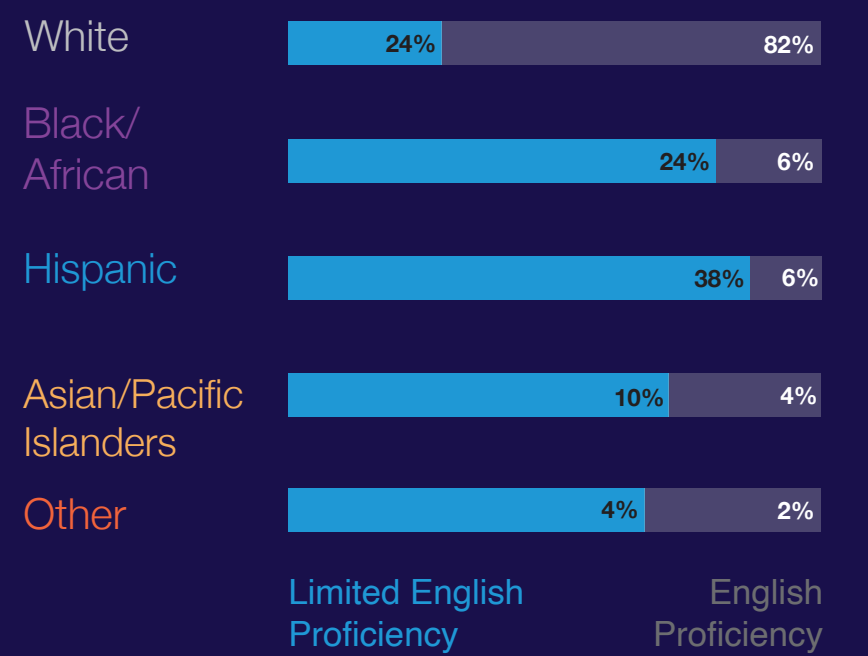
Yet, LEP community takes up 8.8% of Massachusetts population

Source: BPDA



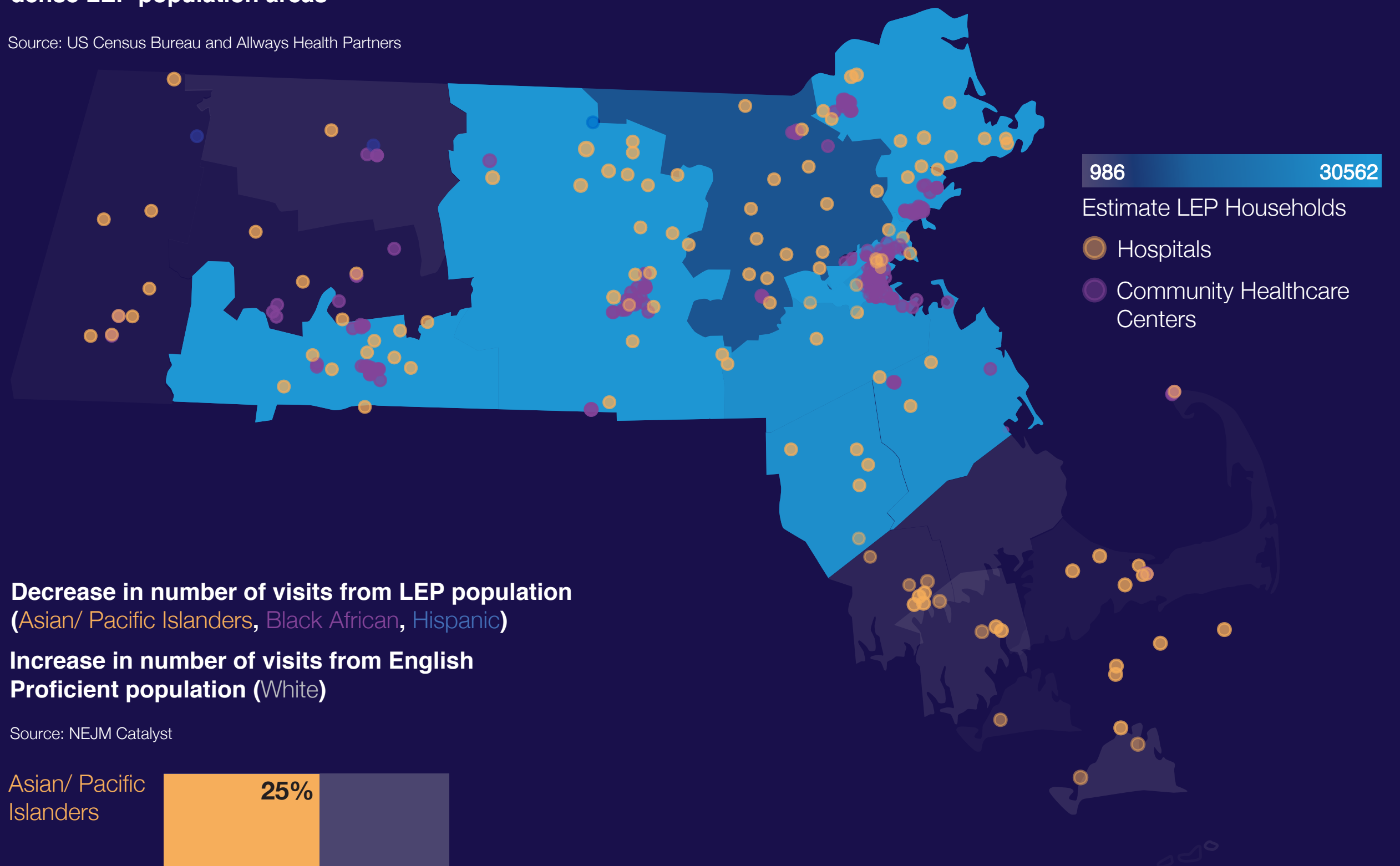
While LEP population also dominates minorities population

Source: BPDA



High concentration of Community Healthcare Centers and Hospitals around dense LEP population areas

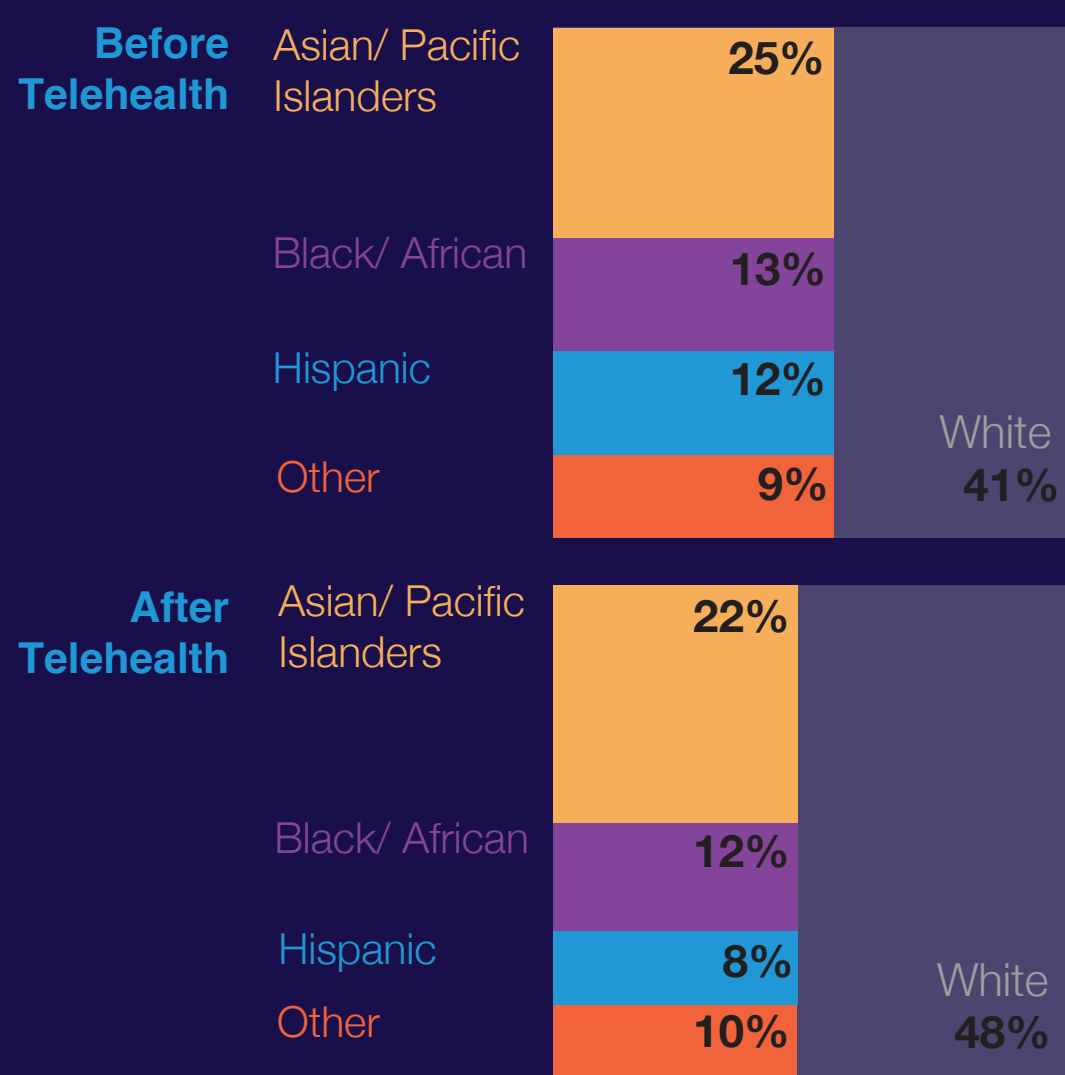
Source: US Census Bureau and Allways Health Partners



Decrease in number of visits from LEP population (Asian/ Pacific Islanders, Black African, Hispanic)

Increase in number of visits from English Proficient population (White)

Source: NEJM Catalyst



Conclusion

When telehealth was implemented without a population in mind, it was able to successfully increase number of visits from English Proficient community. Therefore, when linked with all Community Healthcare Centers and Hospitals locating around high density areas of LEP population, telehealth might be the perfect remedy to combat the pandemic in the long run.