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Telehealth literacy as a social determinant of health: A novel screening tool to support vulnerable patient equity

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The objective of this review is to propose the Telehealth Literacy Screening Tool (TLST) for use in older adults and support the future inclusion of telehealth literacy as an important Social Determinant of Health (SDOH). Initially a four-week outreach was performed that targeted older adults and low-health literate patients at the MedVantage Clinic (MVC) within Ochsner Health (OH) to identify common barriers to patient engagement with the OH Epic MyChart telehealth platform. Themes from those barriers directed a meta-synthetic review of the methods and ethical considerations of current, validated technological and telehealth literacy screening tools. Based on the barriers identified during our MVC patient outreach, review of telehealth literacy screening research, and evaluation of the MyChart platform and the technological resources required for its use; we developed a multidimensional questionnaire for telehealth literacy screening of older adults. The TLST is designed to identify patients in need of additional interventions for successful connection to telehealth services. This is an important step

towards addressing the ethical obligation to decrease disparities in telehealth literacy for older populations and identifying telehealth literacy as a SDOH.

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