Resources and Take-Home Points

Webinar Title: Gaining Patients’ Trust in the Age of COVID-19
Date: July 29, 2020

Take Home Points

1) Identify and limit or remove barriers to testing and other preventive services (e.g., online appointments for COVID-19 testing)
2) Engage the affected communities in every aspect of decision making and service delivery. “Nothing for us without us.”
3) Equip patients with tools for advocating for themselves and their loved ones when they seek care. This will reduce fear as a reason for avoiding care.
4) Increase health literacy. Do not underestimate the importance of basic, quality education on HIV, STIs, COVID-19, and other conditions for many populations.
5) Provide resources in the language and dialect of your patients, and hire providers and other staff who speak these languages. Secure patient educational materials and resources that are presented in a manner that culturally resonates with them.
6) Identify and address the technology/internet access challenges that your patients might have.
7) Become familiar with the messages that your patients are receiving from the media, including Spanish language media.
8) Evaluate the security and police presence around testing and clinic sites. Overt surveillance and security presence can deter utilization.
9) Recognize that patient trust can be built or harmed by every member of the health care organization team, not only the healthcare providers.
10) When addressing mistrust such as conspiracy theories (e.g., about the origin of disease): Focus on what can be done now: “Regardless of how COVID-19/HIV got here, it is here now, we need to determine how to deal with it.”

Resources and Links

1. Charles Drew University’s testing site report (it includes some great lessons learned)
   https://www.cdrewu.edu/newsroom/new-covid-19-mobile-testing-site-south-la
   http://docs.cdrewu.edu/assets/broadcast/files/CDU%20COVID%2019%20Report.pdf
2. COVID-19 materials in Spanish and other languages
   https://covid19healthliteracyproject.com/
4. Safer Sex during COVID resources shared
   https://covid19andhivreport.iasociety.org/?utm_source=IAS&utm_campaign=d5e0da615-daily-delegate-7-july&utm_medium=email&utm_term=0_58c4aa5b50-d5e0da615-103287437#recsb
**Articles on COVID-19 and Trust**


**Specific studies looking at HIV/COVID**
Davies MA et al. Western Cape: COVID-19 and HIV / Tuberculosis. 23rd International AIDS Conference, abstract OAXLB0106, 2020. medRxiv 2020.07.02.20145185, 3 July 2020 (open access). https://doi.org/10.1101/2020.07.02.20145185 (Note: This article is a preprint and has not been peer-reviewed. It reports new medical research that has yet to be evaluated and so should not be used to guide clinical practice.)


**General COVID studies with no association with HIV**

