

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/>
3. COVID-19: Prevention and Groups at High Risk <https://www1.nyc.gov/site/doh/covid/covid-19-prevention-and-care.page>
4. Safer Sex during COVID resources shared <https://www1.nyc.gov/assets/doh/downloads/pdf/imm/covid-sex-guidance.pdf>
5. Black Women Rally for Action <https://www.blackwomenrallyforaction.org/>
6. IAS Report-COVID-19 and HIV: A Tale of Two Pandemics https://covid19andhivreport.iasociety.org/?utm_source=IAS&utm_campaign=d5e0dab615-daily-delegate-7-july&utm_medium=email&utm_term=0_58c4aa5b50-d5e0dab615-103287437#reclsb

Articles on COVID-19 and Trust

- Eaton, L.A., Kalichman, S.C. Social and behavioral health responses to COVID-19: lessons learned from four decades of an HIV pandemic. *J Behav Med* **43**, 341–345 (2020). <https://doi.org/10.1007/s10865-020-00157-y>
- Gopichandran, V., Subramaniam, S. & Kalsingh, M.J. COVID-19 Pandemic: a Litmus Test of Trust in the Health System. *ABR* **12**, 213–221 (2020). <https://doi.org/10.1007/s41649-020-00122-6>
- Jaiswal, J., LoSchiavo, C. & Perlman, D.C. Disinformation, Misinformation and Inequality-Driven Mistrust in the Time of COVID-19: Lessons Unlearned from AIDS Denialism. *AIDS Behav* (2020). <https://doi.org/10.1007/s10461-020-02925-y>

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.)
- Del Amo J, Polo R, Moreno S, et al. Incidence and Severity of COVID-19 in HIV-Positive Persons Receiving Antiretroviral Therapy: A Cohort Study [published online ahead of print, 2020 Jun 26]. *Ann Intern Med.* 2020;M20-3689. doi:10.7326/M20-3689 <https://pubmed.ncbi.nlm.nih.gov/32589451/>
- Sanchez TH, Zlotorzynska M, Rai M, Baral SD. Characterizing the Impact of COVID-19 on Men Who Have Sex with Men Across the United States in April, 2020. *AIDS Behav.* 2020;24(7):2024-2032. doi:10.1007/s10461-020-02894-2. <https://doi.org/10.1007/s10461-020-02894-2>
- Sigel K, Swartz T, Golden E, et al. Covid-19 and People with HIV Infection: Outcomes for Hospitalized Patients in New York City [published online ahead of print, 2020 Jun 28]. *Clin Infect Dis.* 2020;ciaa880. doi:10.1093/cid/ciaa880 <https://pubmed.ncbi.nlm.nih.gov/32594164/>
- Shoptaw S, Goodman-Meza D, Landovitz RJ. Collective Call to Action for HIV/AIDS Community-Based Collaborative Science in the Era of COVID-19. *AIDS Behav.* 2020;24(7):2013-2016. doi:10.1007/s10461-020-02860-y <https://doi.org/10.1007/s10461-020-02860-y>

General COVID studies with no association with HIV

- Argenziano MG, Bruce SL, Slater CL, et al. Characterization and clinical course of 1000 patients with coronavirus disease 2019 in New York: retrospective case series. *BMJ.* 2020;369:m1996. Published 2020 May 29. doi:10.1136/bmj.m1996 <https://doi.org/10.1136/bmj.m1996>
- Docherty Annemarie B, Harrison Ewen M, Green Christopher A, Hardwick Hayley E, Pius Riinu, Norman Lisa et al. Features of 20 133 UK patients in hospital with COVID-19 using the ISARIC WHO Clinical Characterisation Protocol: prospective observational cohort study *BMJ* 2020; 369 :m1985 <https://doi.org/10.1136/bmj.m1985>
- Petrilli CM, Jones SA, Yang J, et al. Factors associated with hospital admission and critical illness among 5279 people with coronavirus disease 2019 in New York City: prospective cohort study. *BMJ.* 2020;369:m1966. Published 2020 May 22. doi:10.1136/bmj.m1966 <https://doi.org/10.1136/bmj.m1966>
- Suleyman G, Fadel RA, Malette KM, et al. Clinical Characteristics and Morbidity Associated With Coronavirus Disease 2019 in a Series of Patients in Metropolitan Detroit. *JAMA Netw Open.* 2020;3(6):e2012270. Published 2020 Jun 1. doi:10.1001/jamanetworkopen.2020.12270 <https://doi.org/10.1001/jamanetworkopen.2020.12270>