



How do we provide trauma-informed care through the added challenges of the Covid-19 pandemic?

Safety

Trustworthiness
& Transparency

Peer Support

Collaboration
& Mutuality

Empowerment,
Voice & Choice

Cultural, Historic &
Gender Issues

Telemedicine Opportunities

- Improve access to care: decrease travel time and distance; less need for childcare; decrease “no-shows”
- Learn more about patient – glimpse into their lives; understand patient home environment, meet patients where they are
- Offer what may be the only kind word of support
- Provide access to information

Telemedicine Challenges

- Disclosing violence may put survivors at risk for retaliation
- Lack of privacy: abuser may overhear, check phone messages, use spyware to record video visits
- Inability to do warm handoffs
- Disparities in access to broadband, video¹

• 1. Ortega G, Rodriguez JA, Maurer LR, Witt EE, Perez N, Reich A, Bates DA. Telemedicine, COVID-19, and disparities: Policy implications. Health Pol Tech. 2020 Sep; 9(3):368-371

Telemedicine Strategies

CUES:

- **C**onfidentiality.
- **U**niversal **E**ducation.
- **S**upport
- Ask about privacy. Can suggest headphones, chat, doximity texts, car
- Offer in-person visits
- Share information
- Know resources

In-Person Care Challenges & Strategies

- Anxiety about Covid risk
- Use of PPE and social distancing
- More urgent care/less likely to see own PCP

- Strategies draw on six principles of TIC

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