Our poster was developed from a larger project known as UC-COVID (Understanding Community Considerations Opinions Values, Impacts, and Decisions for COVID-19). This community engagement study aimed to characterize health and access to care during the COVID-19 pandemic across various communities. We utilized broad social media-based recruitment in collaboration with community organizations, disease advocacy groups, and professional societies.

**Sample**
- We recruited 1,971 adult participants (≥18 years) who provided informed consent for the survey, conducted entirely online.
- Poster explores responses taken during the height of the pandemic (March to August 2020).

**Analysis**
- We analyzed free text responses using qualitative analysis program NVivo.
- 3 analysts independently read and coded each transcript.
- Framework evolved during transcription using open coding.

**Background & Objective**
- COVID-19 forced healthcare systems to adapt on short notice, creating an exponential shift from traditional in-person consultations to telehealth/telemedicine.
- In this study, we describe reported rates of telehealth services and qualitatively analyze participants’ virtual medical experiences during the pandemic.

**Results**
- 64.2% of survey respondents had visits changed to telehealth.
- From our free response texts, we uncovered four core themes: 
  - Respondents valued the protection and safety telehealth provided during a pandemic, while providing uninterrupted patient care.
  - Respondents described the limited use of telehealth in assessing the full degree of healthcare problems and managing disease symptoms.
  - Respondents faced various barriers in access, such difficulty creating appointments or navigating digital platforms during telehealth visits.
  - Respondents described overall dissatisfaction in care, feeling that certain components of medicine could not be replicated digitally.

**Methods**
- Our poster was developed from a larger project known as UC-COVID (Understanding Community Considerations Opinions Values, Impacts, and Decisions for COVID-19).
- This community engagement study aimed to characterize health and access to care during the COVID-19 pandemic across various communities.
- We utilized broad social media-based recruitment in collaboration with community organizations, disease advocacy groups, and professional societies.

**Conclusions & Implications**
- Hospital systems need to envision ways to replicate diagnostic tools and lab work remotely, in order to create comprehensive workup of patient problems.
- Healthcare systems need to create safeguard protocols and procedures for patients who have limited internet access.
- Providers and healthcare workers should be trained on how to utilize digital health platforms and how to troubleshoot when problems arise.
- Further qualitative research can identify focal areas for expanding the impact of telehealth services moving forward.

**Key Findings**
- The abrupt transition to telehealth services has revealed the limitations of currently available platforms:
  - Gaps in technology usage for both patients and providers
  - Barriers in access such as limited internet and inefficient platforms
  - Limited usage in being able to assess and manage disease symptoms through lab work or diagnostic tools

**Acknowledgements**
We wish to acknowledge the generous funding support provided by the National Institute of Diabetes and Digestive and Kidney Diseases (K01 DK116932-01, PI: Wisk), National Center for Advancing Translational Sciences (KL2 TR001892-01, PI: Buhr), and the UCLA Clinical and Translational Science Institute (NIH/NCATS UL1TR001881).

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