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## **Provider Perspectives on Language Barriers in MyChart Enrollment for Patients with Limited English Proficiency**

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# Provider Perspectives on Language Barriers for Patients with Limited English Proficiency in the Electronic Patient Portal

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## Introduction

- 25 million patients in the United States report having limited English proficiency (LEP), defined as having difficulty speaking, reading, writing, or understanding English.
- More than 40 languages are spoken in Vermont (US Census Bureau).
- Language barriers contribute to decreased access to preventative screening, worse health outcomes, and lower quality of care for patient.
- Patient portals allow users to access personal health information and communicate with healthcare providers. Current literature reports that patients with LEP are likely to benefit from utilization of the patient portal, as it can help them understand their providers and health, remember their care plan, and have more control over their health.

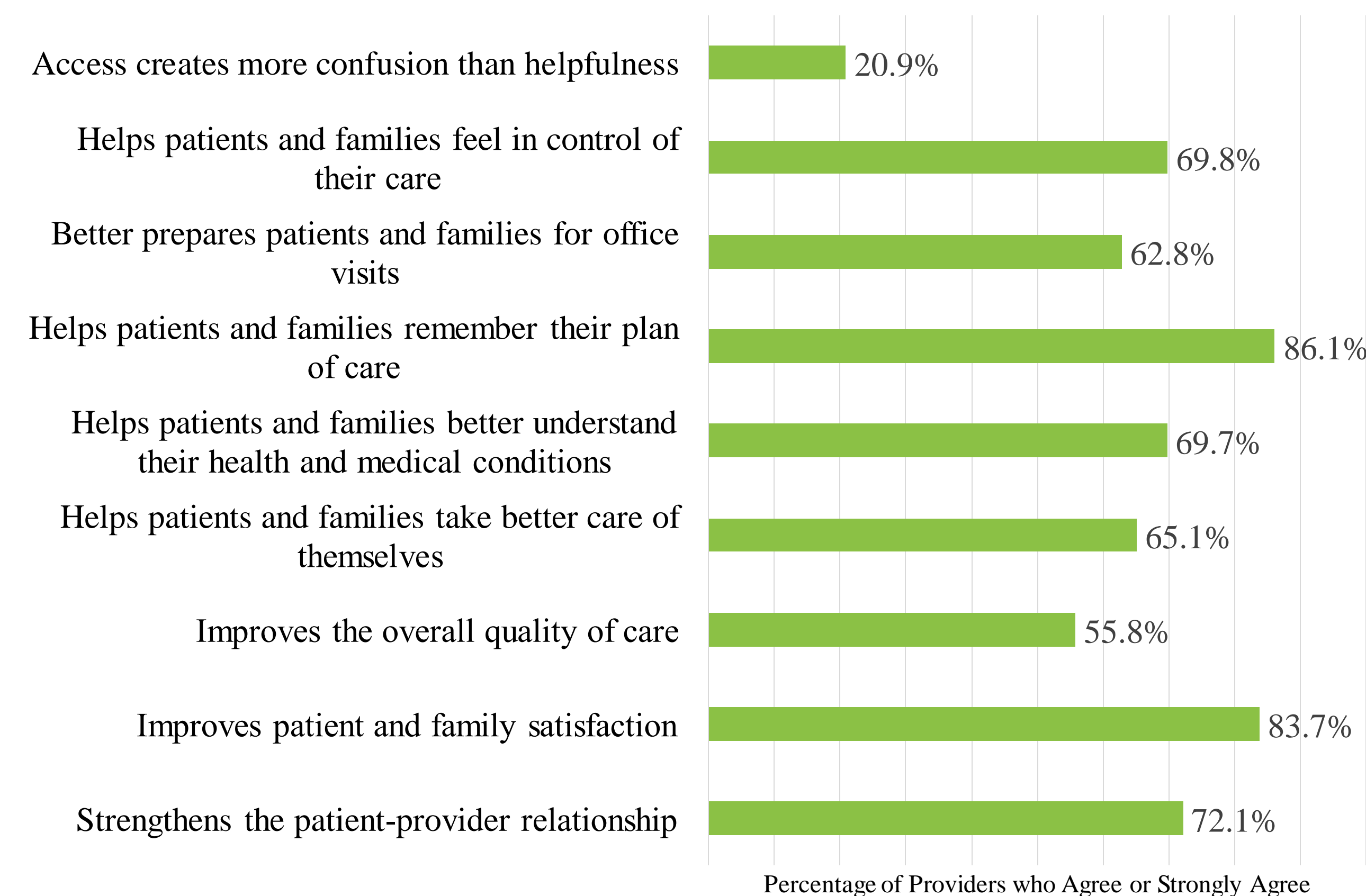
**What are primary care providers perspectives on the electronic patient portal (MyChart), MyChart engagement of patients with LEP, and their ability to assist patient with LEP with this?**

## Methods

- EPIC's Slicer Dicer tool was used to identify UVMHN primary care patients reported language and MyChart activation.
- Data was collected from an anonymous REDCap survey sent to 211 UVMHN primary care providers and analyzed utilizing Excel.

## Results

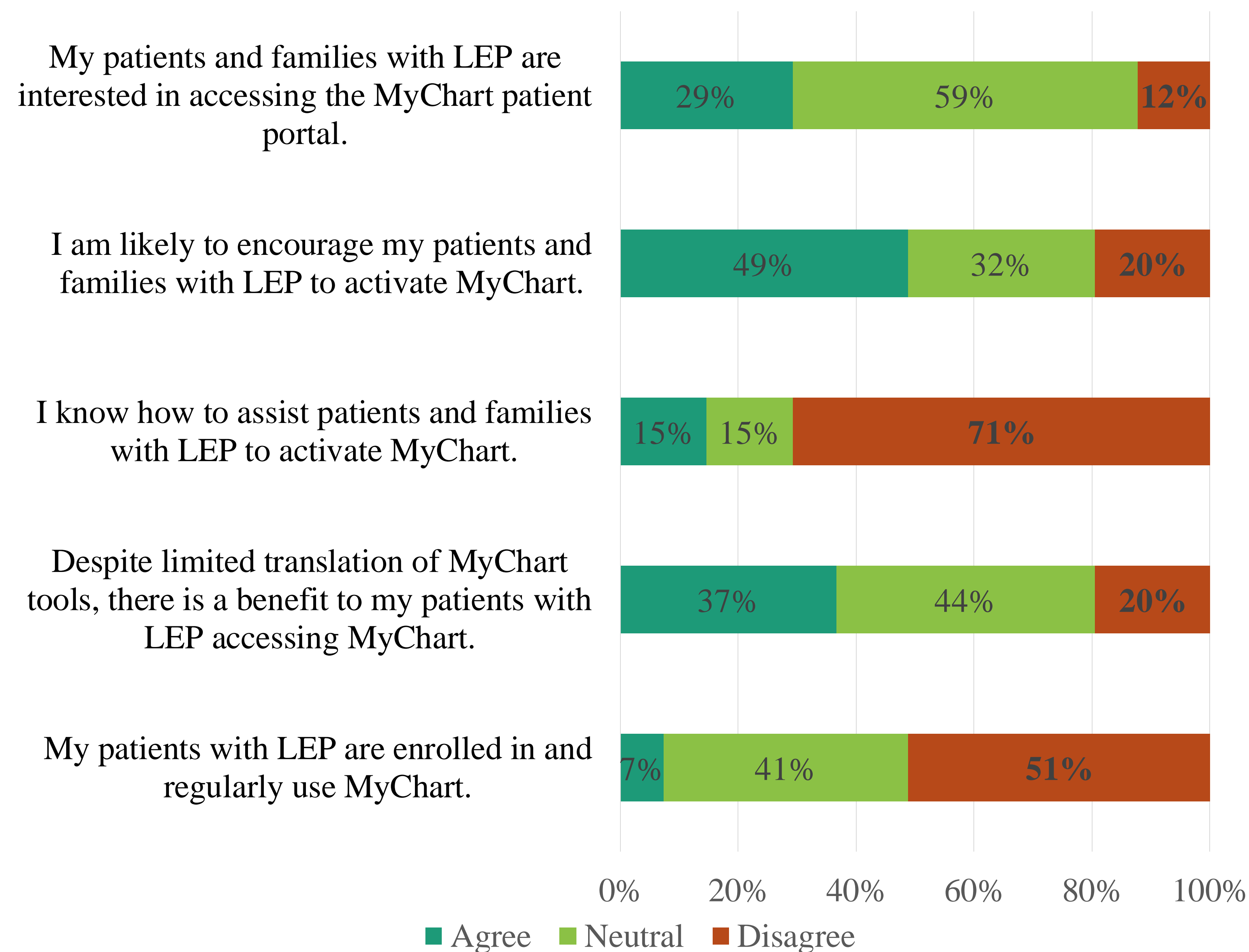
### Providers reported that MyChart....



**Figure 1:** Provider reported that MyChart is helpful in remembering their plan of care and improves patient and family satisfaction.

## Results

### What do providers report about their patients with LEP using MyChart?



**Figure 2:** Providers do not agree that they know how to assist their patients with LEP in MyChart.

### What tools do providers want to improve care?



**A SmartPhrase** that would explain MyChart and enrollment in different languages



**Translation tools** within MyChart



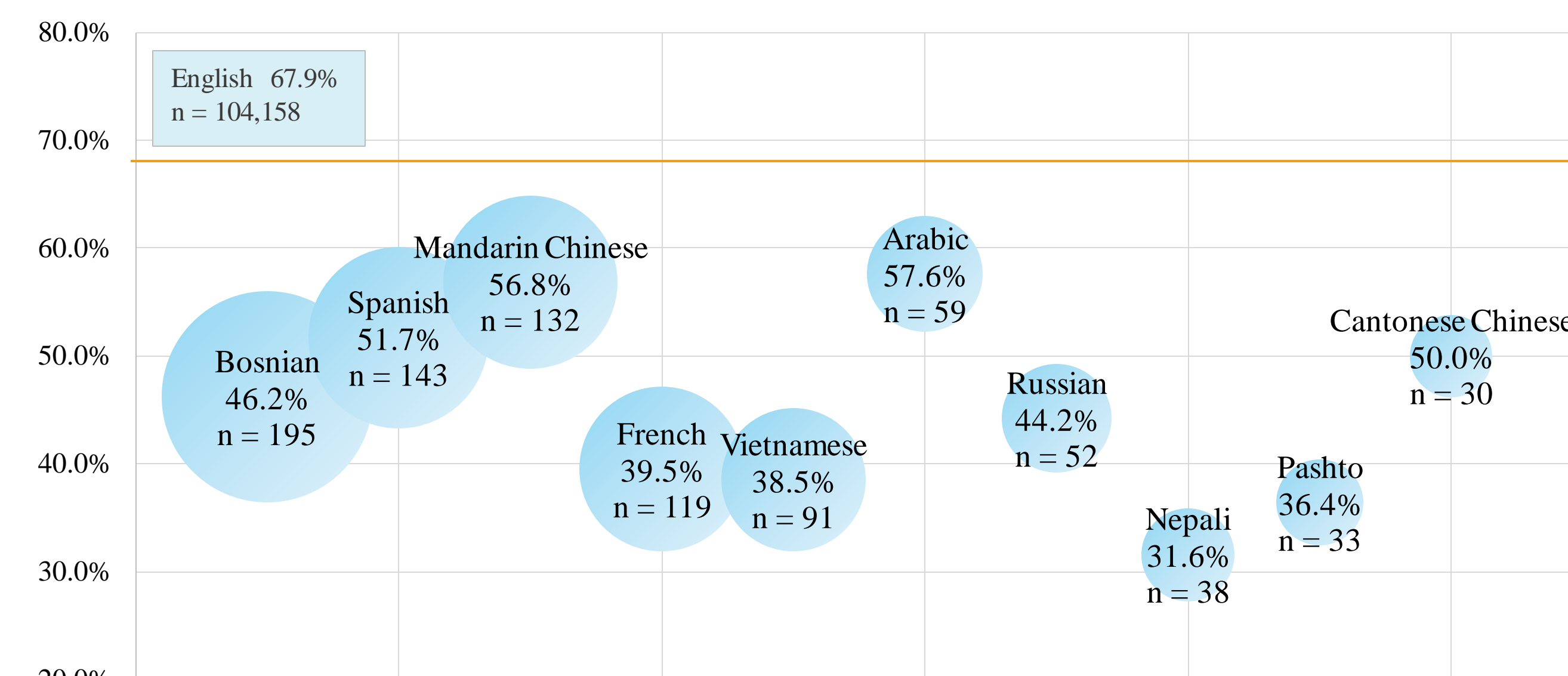
**Digital and physical MyChart enrollment instructions** in preferred languages



**Support staff** to help with enrollment

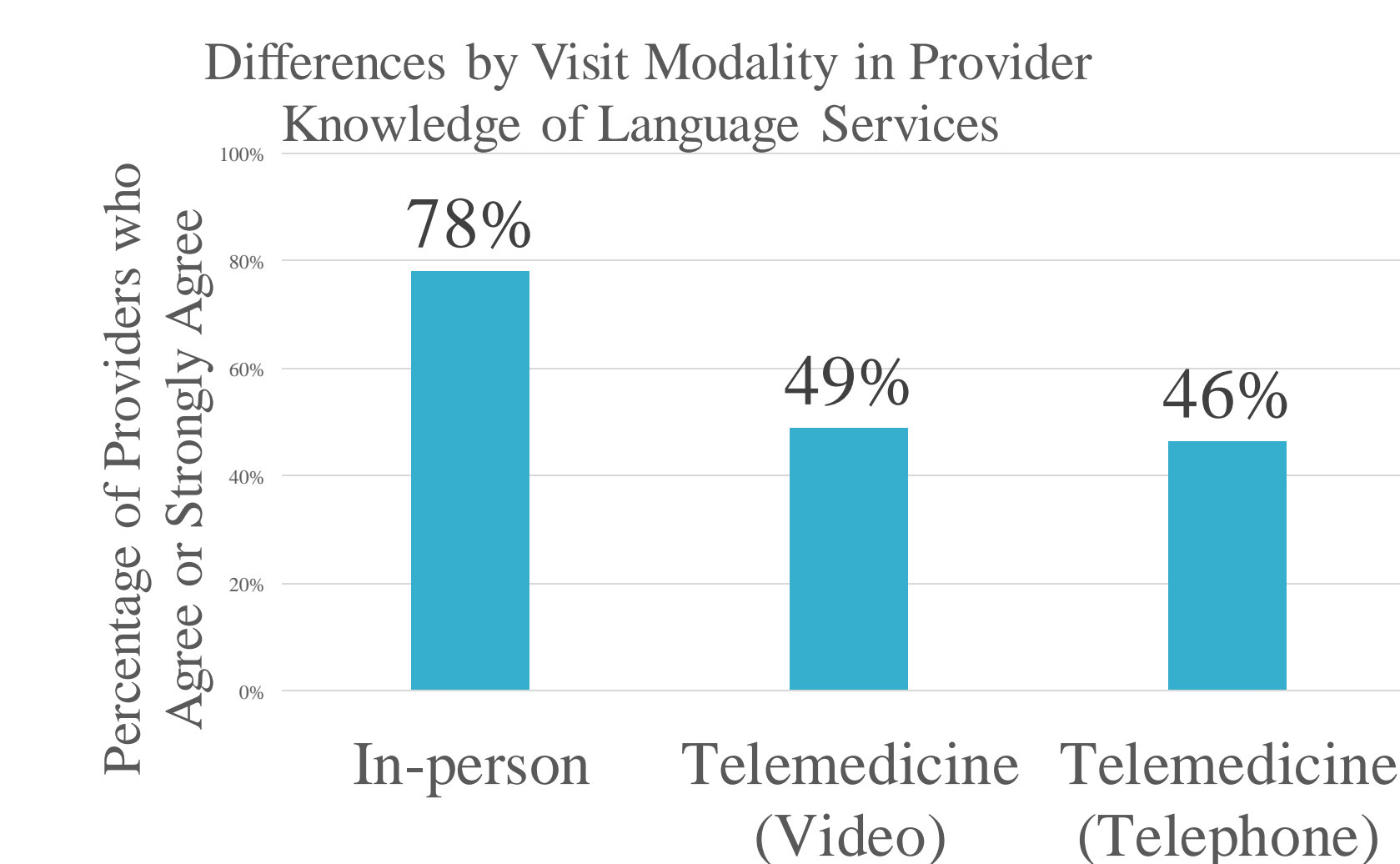
## Results

### What is the current MyChart enrollment status for patients with LEP?



**Figure 3:** Percent MyChart activation varies by language spoken. All non-English languages have lower activation percentages than English. Bubble size is proportional to number of language speakers (n).

### Do providers know how to provide language assistance to patients in different clinical situations?



**Figure 4:** Statistically significant differences (P=0.026) in self-reported knowledge by visit type.

## Conclusion & Next Steps

- Providers recognize that there is an interest in MyChart from patients with LEP and acknowledge the benefits of patient portal access, yet they do not know how to assist their patients with this. Creating tools to help patients with LEP with MyChart enrollment is highly desired.
- A follow-up study with patients with LEP to gain their perspective on MyChart usage and the enrollment process could be conducted

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