

TRANSCRIPT of MEDIA-Telehealth kiosks connect underserved to local resources

Scott Barrows, MA, director of [OSF Innovation Design Lab](#)

Kiosks were designed to be user friendly for anyone accessing them.

"Right now, we have two basic languages – English and Spanish – on the opening page and then other languages in the findhelp portion but it has to be super easy to use. And, that's another thing we'll look at." Barrows explains, "We'll see how many times does someone have to tap the screen and get to where they want to go? Are they happy with it?" (:23)

Barrows says research for the next six months to a year will include user feedback.

"We'll do focus groups. We'll meet with people one-on-one if they prefer or in small group settings but that is critical in user design. The emphasis is on the people that use it and the resources." (:16)

Mary Stapel, MD, lead physician of Community Care at OSF HealthCare Saint Francis Medical Center in Peoria

Findhelp app will collect data that could provide real-time updates on the most-needed services.

"I don't know that we yet fully understand all of the maybe unmet needs that are still apparent for the population that are served here. So again, I think this will help us understand by seeing what people are utilizing on the kiosk." (:22)

Marcellus Sommerville, chief executive officer of Friendship House in Peoria

Sommerville says data collection will help as social service advocates apply for additional grants and government services to improve community health and well-being.

"It could lead to a shift in the community. I always say some programs are created from individuals who feel as though they know what the community needs. This would be the community telling us exactly what they need and now it's on us to create something specifically for them." (:26)

Sommerville is also looking forward to having the findhelp app as a resource for him to tap when someone reaches out looking for help.

"It'll be nice to be able to say, 'Hey the Dream Center provides this, or hey CASA provides this, or The Center for Prevention and Abuse provides X' and to know what I'm talking about when I'm saying it. That's the part that I appreciate because in the past, it's always been a phone call or reference of some sort." (:24)

Faria Munir, PharmD, MS, BCPS, clinical assistant professor of the drug information group at the UIC Retzker College of Pharmacy and co-lead investigator for the research

Munir says users will be asked if they are willing to fill out follow-up surveys that will include important questions that will inform the second phase of this pilot.

"Like how they're paying for medications. What kind of assistance they need in terms of their health? What kind of are their biggest barriers and receiving both health care and both prescription and OTC (over-the-counter) medications? What kind of concerns do they have about their health? And a lot of questions that are focused on their attitudes toward telehealth. (:24)