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

Telemedicine Strategies

**CUES:**

- Confidentiality.
- Universal Education.
- Support

- Ask about privacy. Can suggest headphones, chat, doximity texts, car
- Offer in-person visits
- Share information
- Know resources

*From Futures Without Violence; Lisa James FWV webinar*
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:
  - Safety
  - Trustworthiness & Transparency
  - Peer Support
  - Collaboration & Mutuality
  - Empowerment, Voice & Choice
  - Cultural, Historic & Gender Issues