

Revolutionizing Health Care Access: Developing a Mobile App for Women and LGBTQIA+ Community Members

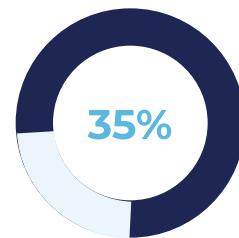
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THE PROBLEM:

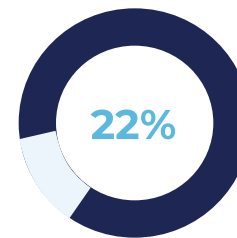
Awareness

Information people found the most confusing or difficult to find when researching free clinics

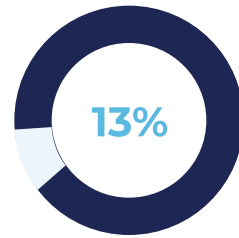
of people said cost of services



of people said if the clinic is LGBTQIA+ friendly



of people said types of services offered

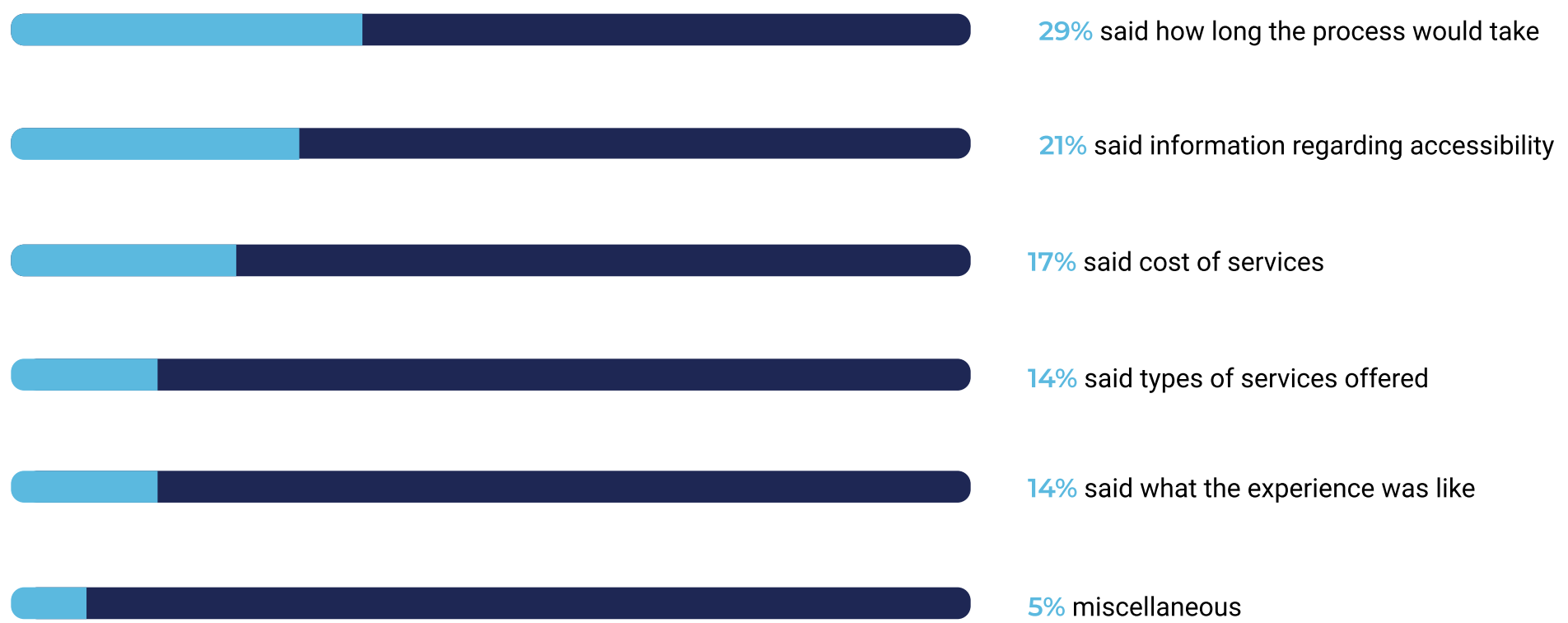


A meta analysis study conducted by the CDC in 2017 estimates that nearly one million adults in the US are transgender (CDC). Despite the fact that these individuals are members of every community, they continue to experience barriers in accessing health care services such as discrimination, unwelcoming attitudes, and lack of understanding and fear from providers and staff in many health care settings (CDC and GLMA). Consequently, LGBTQIA+ individuals are often reluctant to seek medical care except in situations that feel urgent and even then, many still will not access health care services. Other barriers and challenges that lead to disparity in healthcare for the LGBTQIA+ community mirror those faced by women as well, including lack of reliable and affordable healthcare insurance, high co-pay and hidden fees at the time of payment especially as it relates to sexual healthcare and longer and unexpected wait times. Community resources to inform and guide women and LGBTQIA+ persons of free clinics and healthcare settings that provide culturally competent medical care and prevention services to this population are lacking.

THE SOLUTION:

Mobile Application

What people wish they knew before going to the clinic



The information generated from the demographic data analysis, screener survey responses and the proposed end user interviews indicated a highly favored and urgent need for this particular mobile application. From participant responses, it was determined that this technology would have tremendous benefits to the under-represented community of women and LGBTQIA+ members seeking qualified, cost prohibitive health care services. The application can readily transmit information that would assist the end user with identifying service locations in close proximity, determining the likelihood of personal fit based upon previously reported reviews and to aid the use in scheduling an appointment.

Themes gathered from the focus group participants include:

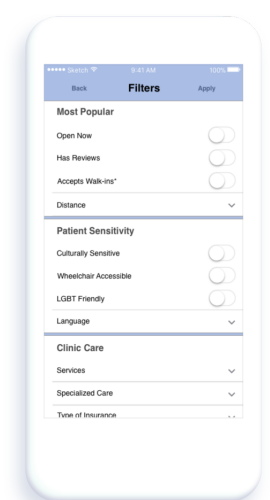
- **Autonomy:** A degree of favored autonomy with ability to find and access a clinic for sexual health without parent or partner involvement
- **Privacy:** It saves the user time and effort by accessing concise information in a location that is convenient and private
- **Advocacy:** Professional clinic care providers indicated their support and appreciation for the application citing that their “free clinics” are often under utilized as patients may think they would not qualify for the clinic services.

DESIGN AND DEVELOPMENT:

Advocacy

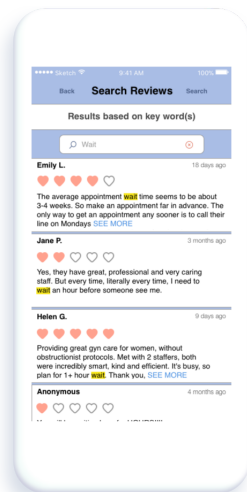
Filtering System

When searching for free clinics using the map, a filtering system allows users to find a clinic based on different categories so they only see clinics that fit their criteria.



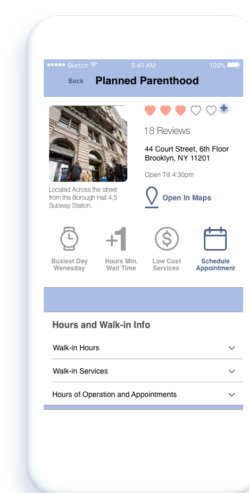
Search Reviews by Keyword

This feature allows users to search clinic reviews by keywords, so they no longer have to scroll through long reviews and can easily find information they need.



Clinic Profile Page

This clinic profile page summarizes the most important information about the clinic for the user. If the user is simply looking for the average wait time at the clinic it appears as soon as they select the clinic on the map.



Although there is an identified need for this particular mobile application, the prototype remains in a hiatus status as other design assignments have prioritized and occupied the time that could be devoted to this product launch. The intent is to continue to develop this product and make it available in the near future.