BEHAVIORAL HEALTH CONNECT
IMPLEMENT · OPTIMIZE · IMPROVE

HEALTH INFORMATION TECHNOLOGY (IT) BARRIERS TO ACCESS

Despite technological advancements, many individuals with disabilities still face challenges when navigating health IT platforms and systems. Some common barriers include:

- **ACCESSIBILITY**
  Not all health IT systems are designed with accessibility features that cater to individuals with disabilities. This limited accessibility can impede their ability to effectively utilize and benefit from these technologies.

- **DIGITAL DIVIDE**
  Socioeconomic factors may contribute to disparities in access to health IT for individuals and disabilities Limited access to internet connectivity, devices, or assistive technologies can further exacerbate barriers to accessing healthcare information and services.

- **COMPLEX INTERFACES**
  Complex user interfaces and navigation systems can pose significant challenges for individuals with cognitive or sensory impairments. Simplifying interfaces and incorporating intuitive design principles can improve usability for all users, including those with disabilities.

- **DATA PRIVACY AND SECURITY**
  Data privacy and security concerns may discourage individuals with disabilities from fully utilizing health IT platforms. Ensuring robust privacy protections and transparent data practices is essential to building trust and confidence among users.

- **TRAINING AND SUPPORT**
  Adequate training and support resources may not always be available to assist individuals with disabilities in effectively utilizing health IT. Educational resources tailored to your clinic's patient portals and the systems used can empower users to navigate health IT systems independently.

As we strive for inclusivity and equity in healthcare, it's crucial to address these barriers and work towards creating a more accessible and inclusive digital healthcare landscape. We can empower everyone to achieve greater independence and empowerment by emphasizing accessibility, promoting education and awareness, and actively engaging individuals with disabilities in designing and developing health IT solutions.

We honor National Disability Independence Day (July 26) by advocating for equal access to healthcare information and services, ensuring that individuals with disabilities can fully participate in their healthcare journey. For more information on how you can improve your agency's accessibility for all, click the link: www.cms.gov/priorities/health-equity/minority-health/resource-center/health-care-professionals-researchers/improving-access-care-people-disabilities.