



National HIV Prevention Conference

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[TITLE:] ADDRESSING DISPARITIES IN ACCESS TO HIV HEALTH CARE INFORMATION: A PERSPECTIVE GAINED FROM COMMUNITY CHURCH AND CITY HEALTH HIV CLINICS

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ISSUE: For much of the US population, the World Wide Web (WWW) is easily accessible; however, this is not true for those who are poor, homeless, and/or marginalized.

SETTING: Glide Memorial Church in San Francisco, CA

PROJECT: The objective of this project was to develop and implement electronic access to HIV/AIDS information resources in an inner city community church clinic setting. This involved developing tailored Web-based access to the relevant information for HIV/AIDS clinic patients. In addition, the project deployed workstations in 2 clinic areas and provided support to clinic patients as they learned to access the information resources.

LESSONS LEARNED: In this community church HIV/AIDS clinic setting the typical patient is homeless, unemployed, and disenfranchised and had not previously interacted with computers. Teaching patients who had never used a computer was interesting and revealed the need for a health information interpreter. A primary lesson learned was that much, if not most, HIV/AIDS information on the WWW is not directed at the reading level of the poor and marginalized patient, but rather at or above the reading level of a college graduate.



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