

# Examining Community Barriers and the Resources Needed to Increase Access to COVID-19 Antivirals

An analysis from the [Vaccine Equity Cooperative](#) and [CDC Foundation's](#) webinar, "[The Who, What, Where and When of COVID-19 Treatments: Everything You Need to Know About Lifesaving Antivirals.](#)"

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## Methodology

During the [Who, What, Where and When of COVID-19 Treatments: Everything You Need to Know About Lifesaving Antivirals webinar](#), attendees who worked at community-based organizations (CBOs) were asked to complete a three-question poll to further examine access to antivirals:

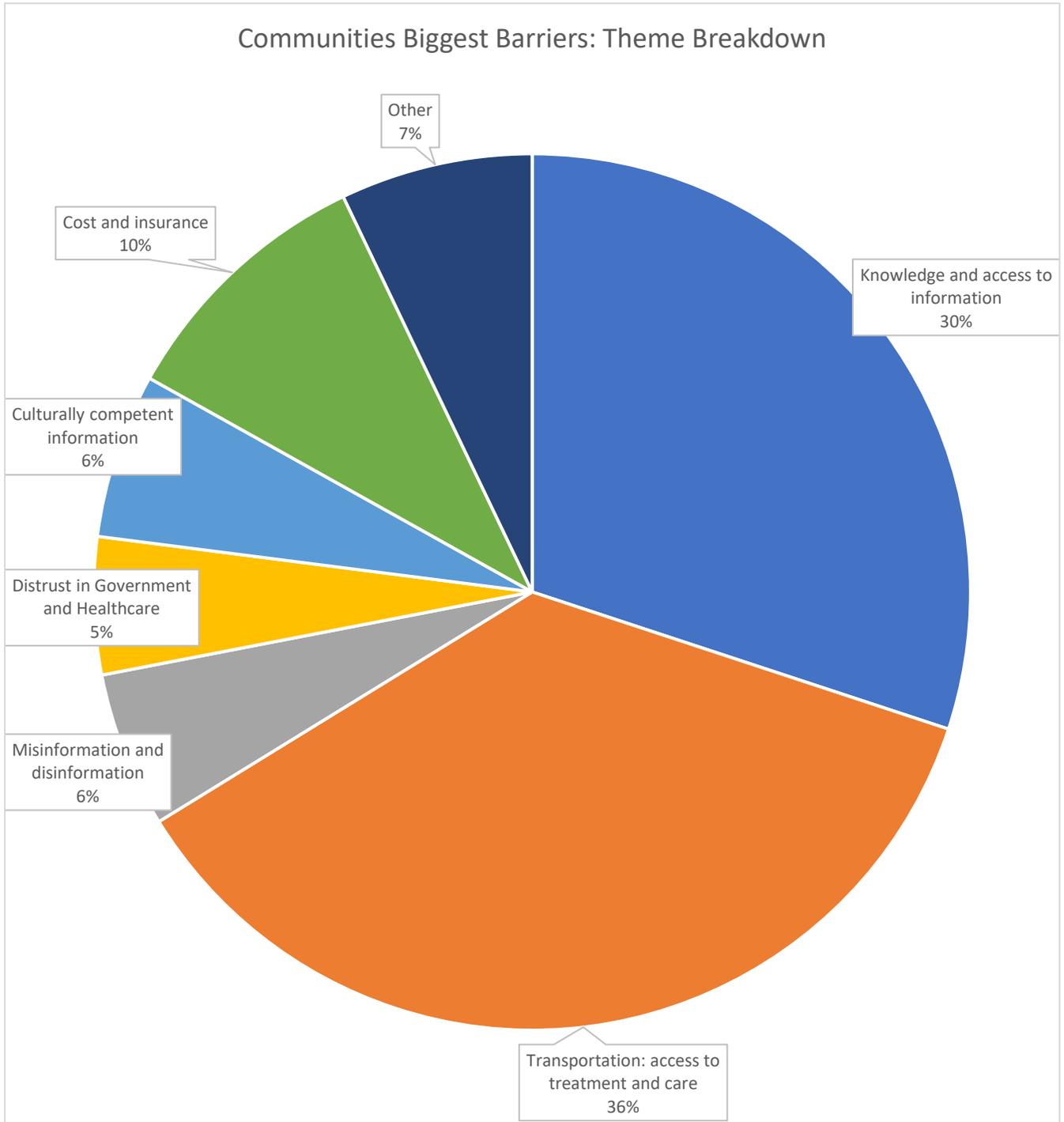
1. What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?
2. What resources would be most helpful to increase access to COVID-19 treatments in your community?
3. What are your recommendations to national, state and/or local officials to improve equitable access to COVID-19 treatments?

Questions were open-ended and respondents could list as many barriers as possible, resources and recommendations per question.

- 214 attendees completed the poll
- There were 547 answers across the three questions

Answers for each question were then analyzed and broken down into themes.

### Question One: What is the biggest barrier your community is experiencing when accessing covid-19 treatments?



Number of Responses= 296

**What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?**

*Theme One: Knowledge and access to information*

education to public and campus community to test to treat and where to go, etc.
Education
Lack of knowledge. Information is out there, most people do not know how to access it.
Knowledge of its availability
knowing how to get treatment in a timely manner.
not enough public information/discussion of paxlovid as an immediate and viable treatment;
knowing that it exists and
community lack of knowledge of vaccine & treatment / workers
Knowledge,
Awareness of treatment
Not knowing about it
Availability - very few T2T sites in Utah, and those that exist are only in the metropolitan county.
Cost - Uninsured individuals have little to no options. CVS is supposed to provide free care according to the feds, but we hear daily that they are charging.
knowledge,
Lack of knowledge by the community populations
Thus, health Education in our community is to bring awareness to the people.
Education about COVID-19 treatments. I was not aware there are treatments, and most physicians just recommended you go home and take tylenol. I'm from Chicago
Communication,
the knowledge of availability
r not knowing locations of sites for test to treatment.
Education,
lack of knowing what is available ;
Accessible Information. Many people think covid is now in an "end-demic", have stopped wearing mask, no updates on covid numbers, variants. No one in the general public knows about these trainings.
Information.
unaware of availability
knowledge of where they can get test and treat.
Unsure where to send clients. Who needs treatment.
Lack of information on where to get the treatments and what are the treatments available.
Availability of information. Since COVID I have not seen any info. distributed in our community. I have only been kept aware through my place of employment because I worked in the healthcare environment.
Education/information about COVID.
knowledge to advocate for themselves to receive this treatment
Lack of knowledge about how the treatment works, who qualifies for it, and the accessibility to it.
Appreciated Dr. Webb's four points of navigation.
Awareness of treatment
Not having access to more information on children vaccines

**What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?**

*Theme One: Knowledge and access to information*

education also they don't understand or comprehend the risk of not being vaccinated.
I don't think those that test positive with an at home test kit are aware of the new medications to shorten the illness. I hand out at home tests and now will be telling them about the test to treat.
lack of knowledge that treatment is free
Information- lack of knowledge that ANY treatment is available, much less FREE treatments. Not knowing where or how to access treatment. We have 1 city-led test to treatment center in San Antonio and it closes at 5pm which makes it impossible for many to access.
Lack of awareness on txt (where is it available, how to they obtain it, when should they start txt)
knowledge of what kind of treatment exists and where to get them
they dont kow where to find help
Lack of knowledge of the COVID-19 treatment. With death rates low and many individuals experiencing minor treatment, less interest in these treatments - more likely to feel their symptoms will be minor.
Knowing what out there for us and our children and
knowledge and understanding of available options. I think folks might be so sick of hearing about covid that they tune a lot out. I like your idea of pairing testing and treatment.
have computers or access to internet to get critical info or get appts. for tesing and treatment; need alternatives like going to CBOs and community clinics for help.
Lack of support for community-nased organizations who are the best messengers to many communities - trusted sources of health info
Provider knowledge and access
Lack of knowledge to who should get treatment? There is confusion with the patients who do home treatments
lack of public education
Not knowing what type of treatments are available.
Knowledge that these treatments are available
Lack of knowledge
knowing where
Lack of knowledge of the treatment
Lack of information
education
I personally know people who have gotten Covid but we not aware of some of the new treatments available besides a vaccine .
Many have said they aren't aware that the treatments exist nor where to access them
Information! Communities are not informed with information.
Lack of awareness/knowledge
knowing they exist
unawareness of what treatments exist/lack of knowledge
More education
Also, websites to find vaccination sites or test to treat are not always accessible to screen readers.

**What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?**

*Theme One: Knowledge and access to information*

Not sure where/how to obtain treatment
knowledge of where to find test to treat
Some communities have not been made aware that treatments exist.
Education on what to get & why, from who, where and how
getting information to patients
No informatio on what is available. (2)Lack of understanding the process of getting treatments.
not aware of test to treat sites in my community - will search via covid.gov post this meeting
knowing where to go
Awareness of availability and demand for treatment options
Not a lot of community members know about these COVID-19 treatments.
Information regarding where to obtain treatment
Confusion about need for prescription for treatments
knowledge of where to go
Lack of information.
Availability and dissemination of information.
not knowing what treatment options are available within our community
Availability. My jurisdiction is the State of Alaska Division of Public Health. I checked the "test-to-treat" site on COVID.gov and only one site is in Alaska...and it is on a military base with only military members having access.
People don't even know there are treatments available. People who don't have the internet are going to struggle accessing information surrounding COVID-19 treatments. The website itself is confusing to navigate and is not user friendly.
Here are some barriers: Lack of information, clarity on guidelines and eligibilty requirements, lack of distribuion of this information
Knowledge of them. CDC created flyers or one-pagers that local health departments can post would help for like-messaging. Treatments need to be pushed just as much as the free tests were.
Confusion and lack of knowledge of availability/purpose/usefullness
Not knowing that treatment is available
Lack of understanding of availability
understanding the medical system
The vagueness surrounding how to access treatments as a low income/unisnured individual is very problematic. Such individuals also tend to be most at risk of severe covid and most likely unvaccinated.
seeing a lack of access to factual information
communication

**What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?**

*Theme Two: Transportation: access to treatment and care*

Getting to a test to treat site,
Not enough test-to-treat locations;
how to access it
Transportation,
Transportation.
Getting treatment options to vulnerable populations.
the bureaucratic processes to get access to treatments.
Pharmacy access to Paxlovid (only certain pharmacies are carrying this medication).
The distance from COVID-19 treatment center and the homes of those most in need.
Provider access to prescribing medication.
where to get it, even at home treatment
transportation
transportation to the location
transportation,
access to antiviral treatments
Confusion over what treatments are available,
transportation,
Access in rural Colorado
Lack of providers and pharmacies willing to participate in rural communities.
no access or transportation
People have difficulty accessing their PCP or a medical provider to get these medications.
Where treatments are available and getting access to those treatments and having follow up for those who have had the treatment.
availability and ease of access to where they can get the treatment
For the black community finding doctors and sources that we can actually trust the government has never shown much love to us.
Availability
Access to care
Not having sites
Lack of transportation and
transportation and access to locations
transportation; where to access
transportation;
Access to test to treat sites
getting an appointment with a provider
Offer transportation to site with treatments available.
Finding a provider
Lack of transportation
Being told they need to pay for the prescription. ER telling patients they need to find a pharmacy on their own.
Who has treatment.
Lack of availability of some treatment options (bebtelovimab)
transportation in a rural area

**What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?**

*Theme Two: Transportation: access to treatment and care*

Access to testing/treatments.
Access to a PCP/prescriber,
Distance in rural areas to available treatments
Limited providers
Not enough medical provider availability
Access and - people don't have transportation;
Lack of access
Transportation has been an issue with our rural communities
The availability of wher to get them
Transportation. We are in a remote rural area. Some of my neighbors have no reliable cars; most are not vaccinated.
lack of access to doctors, only one test to treat site that doesnt seem to be acting as a test to treat site
and transportation. Within our community we have a lot of indigenous languages and even with available interpreter, the communication is not always spot on.
getting the medication to the rural Reservations
Knowing what providers have what treatments, avaiability, etc.
Accessible Test-to-Treat sites, or similar
access to care.
Availability of the medicine on the day that the doctor prescribe.
Transportation, many clients live outside of the area for COVID-19 treatments and would need transportation to get treatment
community members can test positive, then no provider to write the prescription for treatment
Lack of information/knowledge about them
access is not equitable in many locations.
Tx for the SUD population without primacy care sources
it being accessible
knowledge of locations, access, availability
Appointment availability is a real issue. Appointment delays negate eligibility.
1 out of 10 households in our county have no access to private transportation. Until we can provide a free telemedicine service to uninsured, there will be no equity or justice. We have been exploring how to create or obtain such a telemedicine service, but it has been extremely difficult.
I would feel that the lack of prescribing the medication is the biggest barrier and
Not having a primary care provider.
access to test-to-treat sites
Hospital systems unwilling to dedicate the resources to providing meds that they can't charge for
access to site providing treatment
Availability and access to medication within the recommended guideline for treatment
access
One huge barrier I see in my community is just the availability of these treatments.
Transportation

**What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?**

*Theme Two: Transportation: access to treatment and care*

access to test to treat facilities.
general lack of primary care providers for most at risk folks
accessibility of providers for HDC areas
Transportation. Also access barriers for disabled people--difficult to get drive through vaccination, etc.
Have many rural sites that are fairly isolated
prescribing provider
PCP
Acquiring prescription from a doctor
Not having a PCP despite having insurance, or not being able to find a PCP accepting new patients. Myself, I had to drive an hour to get to a minute clinic
Places not having them available.
Not available for everyone and you have to travel a long distance
Convenient access to treatment
Transportation
Transportation
Severe lack of sites providing monoclonal antibody treatment. Lack of supply of Paxlovid
Desolate area. (Access to health care.)
No Test to Treat places in Kentucky. We need to share this information with all the clinics, hospitals and medical staff.
the availability in our area of the treatments. also treatments are being reserved for the most "at risk"
Some counties and rural areas do not have reasonable access to test-to-treat sites.
access
The biggest barrier is the lack of medicines. Some places are giving medication for COVID but all are not.. Consistency would be great
places for underprivileged folks to go to get treatment when they do not have a PCP.
transportation, access/affordability/lack of clinics/health centers (Nevada)
Not having treatment options for younger individuals
Lack of public transportation for those in low-income communities
transportation
Access to testing, treatment sites for individuals with IDD -- many sites are inaccessible for people with mobility access needs and for people who need less crowded or quiet spaces to access treatment or preventative care.
We have many people in my county who do not have a PCP
Another barrier is clinics that are open Monday-Friday following an 8-5 work schedule. Whereas many of these communities work 7 days a week.
Currently, it seems providers are unfamiliar with how to prescribe Paxlovid. Some still seem to prefer monoclonal antibodies.
transportation
Access to clinics and medical providers

**What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?**

*Theme Three: Misinformation and disinformation*

Mixed confusing information they are getting from the media especially social media with messages from experts

misinformation on any treatments- medications or vaccines related to Covid-19.

the truth about COVID-19,

bias

Misinformation

Disinformation,

conflicting information,

In Louisiana, it seems it is the misinformation about treatment for the LGBTQ+ communities as well as overall population at all.

Physician's and hospitals are telling patients that the treatment is experimental and benefits not very well known.

The spread of misinformation. Typically due to people using it to spread their political agenda.

Continued misinformation and false beliefs

providers misinformed on scarcity and severity of illness required to be eligible for the meds.

Misinformation

disbelief

The biggest barrier in communities in West Virginia is that so many people feel that COVID-19 is over, therefore, those who are not vaccinated are not interested in getting them, also, the usual places that have been contacted do not want services.

Debunking of concerns are vital

misinformation

**What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?**

*Theme Four: Distrust in government and healthcare*

Trusting the government
No believing in the vaccine at all
Pt fear
Some were afraid to be vaccinated
Trust! Not enough people in the community believing that COVID_19 is still a pandemic
We have a large community of undocumented people. The barriers my community varies from distrust of the government and medical institutions.
We work with undocumented folks who are at an even greater disadvantage who are hesitant to seek services.
2) anti-immigrant rhetoric and policies - fear of public charge - need to assure that testing and treatment will have no effect on immigration status; undocumented immigrants may not know they have access to testing and treatment
Not trusting the treatments.
fear
not wanting the treatment at all
The biggest barrier has been dealing with folks who might be here in the states illegally. Many have reported that they believe ice is using this to catch them and because of that they test less, work more.
fear of the possible side effects
Historical Medical trauma and lack of trust
As a highly populated hispanic community we feel that many of these governmental accessibilities can scare away groups of people who are undocumented or untrusting towards the government.

**What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?**

*Theme Five: Culturally competent information*

In-language educational material in the Asian American, Native Hawaiian, and Pacific Islander communities.

Awareness to information due to low literacy and non-English speaking residents language barrier

As well as pushing information out to the community as well.

In our community is the lenguaje

Being mindful of creating culturally competent and culturally-affirming communication mediums.

For us it would be the language barrier

Language that is culturally appropriate  
Some communities has literacy barriers

language barriers

Although many health centers or pharamacies have test to treat programs they are not reaching the community memebers. It's great that these services are being provided but they are not intentional about promoting these services to the community especially BIPOC communities.

Many barriers: 1) cultural and linguistc barriers - lack of bilingual staff or interoreters and translated materials for limited English proficient community members;

Populations follow thier religious leaders recomendations, the poulation is concernd with fertility.

El lenguaje, es la barrera que enfrenta nuestra comunidad para poder acceder a cualquier informacion o servicios sobre COVID-19 que no hablan Ingles, solamente Espanol o algua lengua indigena.

People who do not speak English.

seeing a lack of access to a provider that reflects various cultures I work with.

Experiencing language barrier and many vulnerable groups can't connect.

language

we service the Latinx community. They ask for different services they may need. Providing community member's with a website in Spanish is always helpful.

**What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?**

*Theme Six: Cost and insurance*

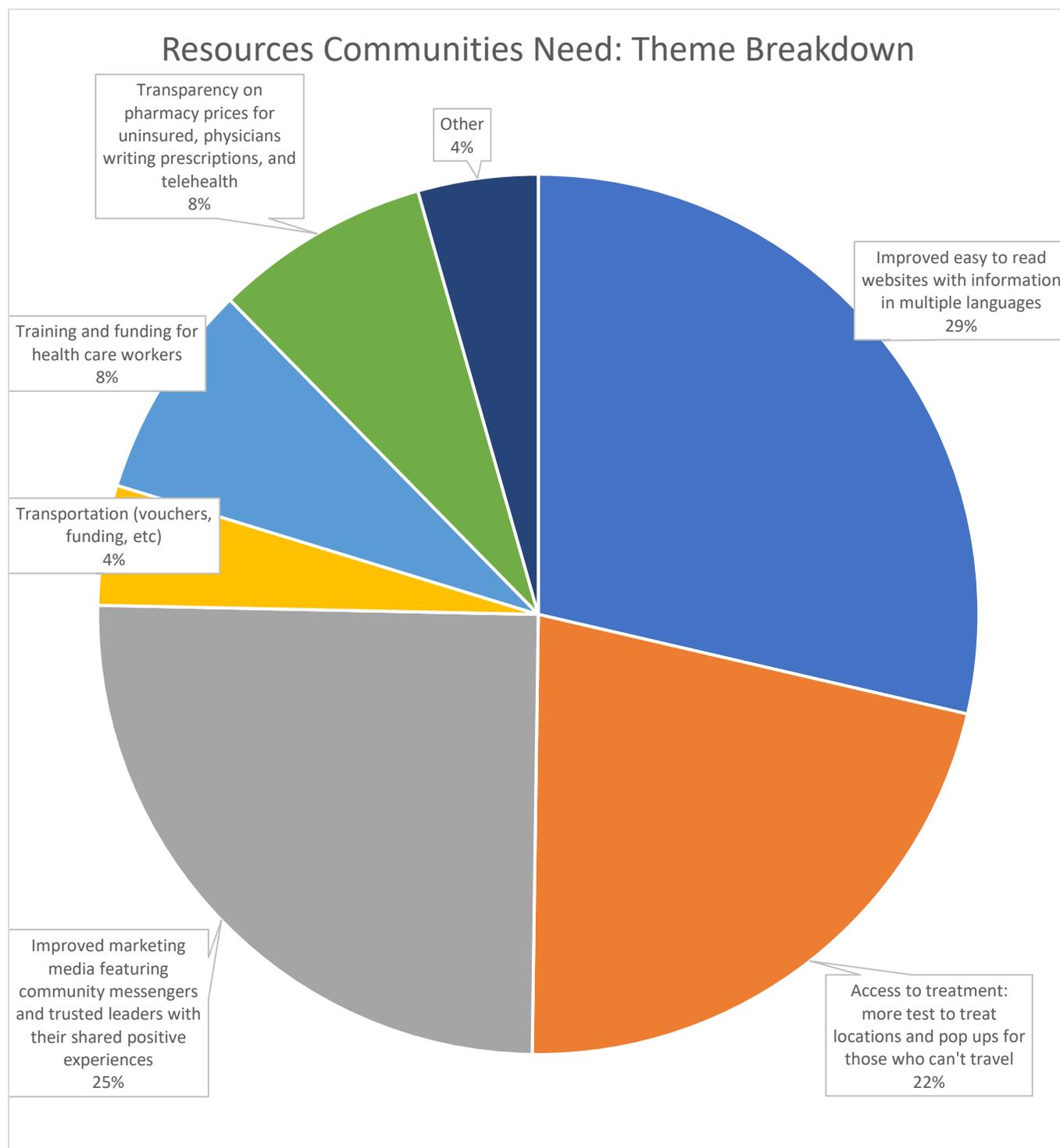
Monetary / insurance/ health insurance access and what the costs are.
insurance
Affordability
lack of health insurance
Make the cost transparent for those uninsured.
Worried about cost
cost
free tests' not being free at Pharmacies,
Lack of health coverage and
Many folks do not have health insurance.
maybe worry about high medical expense or
Failure to go to the doctor due to non-insured
3) lack of health coverage - cannot afford health coverage or in state with lack of Medicaid expansion - need to let community members know testing and treatment are free of charge
Other clinics require insurance coverage or enrollment prior to them being able to provide care - enrollment period delays negate eligibility.
the cost of treatment
Health Insurance
No insurance
Lack of funds given to LHDs to create COVID-19 treatment outreach strategies.
Cost
In my opinion, it has less to do with access but instead more to do with cost awareness
Lack of understanding cost of treatments.
Not knowing that the cost
lack of health insurance
lack of insurance
We have many people in my county who are uninsured
We have many people in my county who are of low socioeconomic status
prefer to save the money due to the inflation.

**What is the biggest barrier your community is experiencing when accessing COVID-19 treatments?**

**Theme Seven: Other**

Lack of staffing at primary care clinics.
Doctors are not willing to prescribe. No telehealth available.
who can prescribe,
Lack of widespread primary care
Standing orders
The mobile vaccination unit isn't too accessible. But we have a floating hospital unit on site.
vaccine hesitancy
Less reporting require by providers and the state.
funding for staff/programs at the CBO level to manage the test-to-treat program onsite
Getting the community involvment. It seems like most of the community is tired of covid.
Many sites/community clinics do not have the capacity to treat individuals other than their own patients.
Long lines, short staffed sites, sites have closed 'since Covid is over',
safety of the medicines
Severe health equity barriers in our urban county. FQHCs cannot absorb any new clients - they state severe staffing shortages have not been able to solved.
political views
Apathy about getting tested.
Quick turnaround
The community level spread of monkey pox . Plus, a need for linked vaccines.
Politics
Side effects and interactions with other meds they take.
politics, religion

## Question Two: What resources would be most helpful to increase access to COVID-19 treatments in your community?



Number of Responses=227

**What resources would be most helpful to increase access to COVID-19 treatments in your community?**

*Theme One: Improved easy to read websites with information in multiple languages*

A link to directly take people to the Covid website.
easy-to-understand information
Multilingual fliers, outreach tools like posters, free test kits etc
easy access to resources
examples of promotional materials
More interpreters,
Easy to read and share info that community health workers can use to share with our communities
Simple to understand answers regarding: 1. What the current COVID symptoms to pay attention to?, 2. Who is a one-stop test-to-treat (Dr, pharmacy, ER?), 3. Can you bring in your own positive test? 4. What are the Rx options?, 5. What, if any, are the costs? Thank you!
Providing translators on site and ensuring the privacy of clients.
promotion and education of services available- where to test (home testing is good),
Specific details about what treatment is available and where to get it.
getting out to the communities in need of health resources.
a larger spread of factual information of the treatments being offered and other resources.
Education
Better and clearer websites so that laypeople can access pharmacy/test-to-treat sites for information.
education
Materials
Education and information regarding how to get those treatments.
Education and translated materials
Having resources in Spanish so community members are able to read these resources.
The resources most helpful is providing written material from reliable sources like CDC.
More resources
Linguistically and culturally appropriate information on how to access resources, especially for those who are uninsured and undocumented.
Increase information.
knowledge about the service
More information sharing to educate underserved populations
education about these treatments in different languages (Hmong, Lao, English, Spanish, Arabic, Vietnamese)
education from a reliable source.
Education
increased health department and/or CDC communication with information about COVID treatments and how/where to find
More easily navigatable tools for how to access and obtain paxlovid and other therapeutics in a timely enough manner.
Flyers, personal outreach & shareable infographaphics.
Exxact information. Factual information
Education on the COVID-19 treatments available as well as provide language appropriate material to the community. Educational webinars for community members would be useful.

**What resources would be most helpful to increase access to COVID-19 treatments in your community?**

*Theme One: Improved easy to read websites with information in multiple languages*

what would be helpful is education on how much and where someone can go for treatment
A wider range of languages material translated for the refugees I work with.
trained staff to provide education
Clear info available to community
easy information access, where to go to get treatments, efficacy, and potential side effects.
more info available during this burn out phase
More education on who, when and why take the antiviral treatments
Clear process on obtaining the treatment and increased advertisement / educational awareness
Having culturally aware and multilingual resources readily and consistently available.
Flyers, posters,
Brochures - flyers- kicker cards. Brief written materials that direct people to testing and treatment sites.
correct information
Understanding and knowing what is available in our area
The simplest option may be keeping websites up to date with current/available treatments.
Good information because they go for what one or other said
Door to door Outreach and education
flyers and information that supports what you are saying
propagate the treatments options to the public
community education in multiple languages;
infographics
More information should be made available to all communities.
More information on the safety of the vaccine.
Other languages, for Example Spanish Education Camping in Kentucky.
Providing the website to communities so that it's most accessible to them. Easy to understand to people, plan language.
Increasing knowledge of them. We have one DPH test site in my county and informationals to be handed out to each person being tested would be helpful.
Also make the marketing material colorful and use pictures as narrative as well. There are alot of populations that can not read and write.
making clear instructions for what to do if you test postive and have higher risk in several languages so its very simple to follow
Focusing on flyers and guidlines in how updates/aid is worded. Creating a readable form of communication is help for everyone to understand not everyone has the same vocabulary level.
Increase awareness of the sites and treatments available
Make this information available to everyone on multiple platforms.
It seems that some providers are not even broaching the subject with their patients; some may not qualify, but they may have loved ones who would qualify and having the ability to pass along the information is also important.
Making information available about reasonable accommodations for people with disabilities to be able to access vaccine and test to treat sites.

**What resources would be most helpful to increase access to COVID-19 treatments in your community?**

*Theme One: Improved easy to read websites with information in multiple languages*

Tener interpretes de direrentes idiomas, para un mejor servicio y que toda la comunidad este informado en su propio idioma, eso les hara sentirse mas confiados

**What resources would be most helpful to increase access to COVID-19 treatments in your community?**

*Theme Two: Access to treatment: more test to treat locations and pop ups for those who can't travel*

Increase test-to-treat locations;
more access to testing sites and treatment sites
Have more treatment centers in underserved areas of the city
The mobile vans are best to secure access
A list of distribution sites and knowledgeable doctors by state and county.
expanding the test to treat site in the most viruable areas
Vaccine + treatment access specifically designed for people with IDD. Many people with IDD are at increased risk of severe illness, but they have less access to care.
Mobile Covid Units - Mobile Care Incentives from CMS
We are another rural community in WI that has limited access to healthcare.
More mobile units
Provide robust anti-virals for a T&T care environment
access to centers
modular treatment units
more test to treat sites
location of availability of medication
Specific locations for Test to Treat sites or locations for treatment. We are a very rural county.
A mobile health unit would be great.
Increase access
mobile access vans
Test to Treat Centers
big local media coverage---
ambassadors in various groups providing info to members--
info spread through school system communication outlets---
increased test to treatment locations w extended hours
More test to treat sites
Covid Medicines
pairing testing and treatment together. follow up on positive cases.
The mobile unit is a great idea.
mobile units, health centers,
more treatment centers
ability to access treatments in a timely way. Most providers are aware of the treatments available but do not always provide the information in a timely fashion.
Mobile services. More providers.
A directory of where the treatments are avaiailable.
more test to treat sites for those who dont have PCPs and cant afford expensive telehealth appointments
More test-to-treat clinics, mobile units that could prescribe.
Additional test-to-treat sites in different parts of the county
team to travel the rural areas specifically equipped to administer vaccine, while having accss to medication & at least telehealth connected providers....
More sites that are accessible to treatments and that will actually have the medication onsite.
Ease of access, mobile treatment centers

**What resources would be most helpful to increase access to COVID-19 treatments in your community?**

*Theme Two: Access to treatment: more test to treat locations and pop ups for those who can't travel*

Love the idea of having Paxlovid available on the mobile test van

Mobile Health clinics

Mobile units.

Have it available

more than one test to treat site

More awareness on where treatments are availalbe, especially in rural areas.

access to treatment at testing sites, rapid testing

We need more availability, and community of all locations still needing them should be able to get access.

more locations

mobile units

Probably more mobile unit. I notice that the cities that have adopted that model seem to have better number

Assistance with transportation especially if test to treat site not open/easily accessible,

And, having the accommodations available in actuality, rather than just on paper.

**What resources would be most helpful to increase access to COVID-19 treatments in your community?**

*Theme Three: Improved marketing media featuring community messengers and trusted leaders with their shared positive experiences*

Education via PSA
Positive word of mouth, shared positive experiences from those who have benefited from prior treatment
Some sort of media share of its availability
partnership with media/local government for information campaigns
messengers doing footwork to spread awareness and
Introduce this information to community leaders so they can share them to those in the community.
How to address the truth about COVID-19 to many black and brown people are still being hesitant!
making use or collaborating with the community leadeers, religious groups and schools by bringing awareness
Increase information access about COVID-19 treatments in minority communities
Streamline communication via social media and news channel. Come up with short step by step instructions on what one needs to do after getting diagnose with Covid.
Giving out covid kits, CHW working closely with community, telling all about Covid and what it does to their health and vaccination
marketing
being able to to the disenfranchised people in the community access to testing and treatment.
Advertising
Getting the information out to the community so that they are aware of the timeframe from testing and free home testing kits they have access to.
More press releases regarding information on this medication.
outreach; marketing for different age groups
, recordings, stuff on wider access news
Continued marketing of the treatment plan
More communication to the public
resources for community outreach.
public advertising/messaging
More local advertising
Public service commercials, flyers and spreading the information on all social media as well as emailing clinic's patients as a "did you know email".
advertisementabout the service
Marketing
marketing
The add champain has assisted. Urgent cares have limited appointments when they have been ill
More publicity - postiive messages to the general community -
Brochures, pamphlets, social media resources
commercials on tv
outreach events, cultural equity
Engaging community members, businesses, and stakeholders to understand what resources are needed.

**What resources would be most helpful to increase access to COVID-19 treatments in your community?**

*Theme Three: Improved marketing media featuring community messengers and trusted leaders with their shared positive experiences*

PSA's about these treatments in different languages (Hmong, Lao, English, Spanish, Arabic, Vietnamese)
wider marketing to inform communities of the treatments and their safety
Home mailings about the resources or Public Service announcements on billboards, television, social media platforms to educate the community on treatments
One of the best ways to get the critical info about testing and treatment is to fund community-based organization (CBOs) - their Community Health Workers (CHWs) are the trusted messengers in many vulnerable communities, .i.e. communities of color, LEP< immigrants, LGBTQ,
Hotline number or a FB page on Treatment
Maybe billboards , church outreach , maybe community centers and infographics posted at local health clinics and doctors offices of different treatments available in our community .
PSA reviewing eligibility to the community
Bring the treatment to them
Going into the community to educate, provide services locally and reduce barriers to care.
More information to the community
Testimonials from community members who have accessed and benefitted from treatments.
Getting the word out to community members.
social media postings we can use
More town hall presentation on social media
community outreaches
Minority community leaders having more of a media presence in discussing Covid concerns, facts, data, etc.
Social media, promotion/education on importance of COVID 19 treatments and where to go.
advertising
messaging, outreach, insuring treatment is available in our Black and Brown communities
Having and making more connections with other community organizing groups especially that focus on community of color and overall under resourced communities.
We need more clinical providers that reflect our communities ethnic background to speak on these treatments.
While we have a strong Community Health Worker program within our community, once our health department tried to create their own, trust was a factor. Emphasizing the important for trusting that communities know what we need - and listening to that - and for health departments and other public institutions to LISTEN and collaborate with the community members as the leaders.
Advertisement, and more information on where people can go to get treatment.
Put marketing material at organizations frequently visited by vulnerable populations.
Speaking to the religious leaders' main person of influence follow some of the chats on WhatsApp to see some misinformation

**What resources would be most helpful to increase access to COVID-19 treatments in your community?**

*Theme Four: Transportation (vouchers, funding, etc)*

Test to treat locations in the County, funding

Popups in less fortunate communities. Make it easily available so people dont have to trave that far for treatments

Access to transportation

We are another rural community in WI that has limited access to public transportation

Vouchers for transportation or meeting people where they are in their communities. Expand Medicaid further in VA.

Funds for transportation

Transportation.

Rides for people that have to travle outside of their communities to access the treatment.

Maybe a free uber/lyft

transportation.

More access to public transportation

**What resources would be most helpful to increase access to COVID-19 treatments in your community?**

*Theme Five: Training and funding for health care workers*

trainings for health care providers
Funding for critical access facilities for adding employees
Complete 1 hr training unit one-stop-shop for providing prescribers (video/link/patient handout packet) --basically John's couple of slides with a walk through of exactly which eligibility criteria, how to use the med check, what important points to tell the patient for side effects, so they are completely trained and comfortable with the basic process.
Funding to support prescribing costs and dispensing costs for uninsured patients.
funding for staff/programs at the CBO level to manage the test-to-treat program onsite
Providing information to healthcare facilities.
standardized standing orders
More educational forums.
If there were technical assistance that was available to work with us CBOs
Options for educating providers
More funds dedicated to the outskirts of the community (rural areas).
Additional funding to assist to bring Dr. Carmichael's idea of a modular unit that can go out to rural communities in Louisiana.
Community resources and trainings
Additional funds given to LHD to allocate to COVID-19 treatment outreach.
Have physicians provide information for people when they test positive
More open staffing
expansion of state/federal funding to cover those who lack health coverage
Providing grants to non-profit organizations that are Latinx focused and creating translated outreach tools for families.

**What resources would be most helpful to increase access to COVID-19 treatments in your community?**

*Theme Six: Transparency on pharmacy prices for uninsured, physicians writing prescriptions, and telehealth*

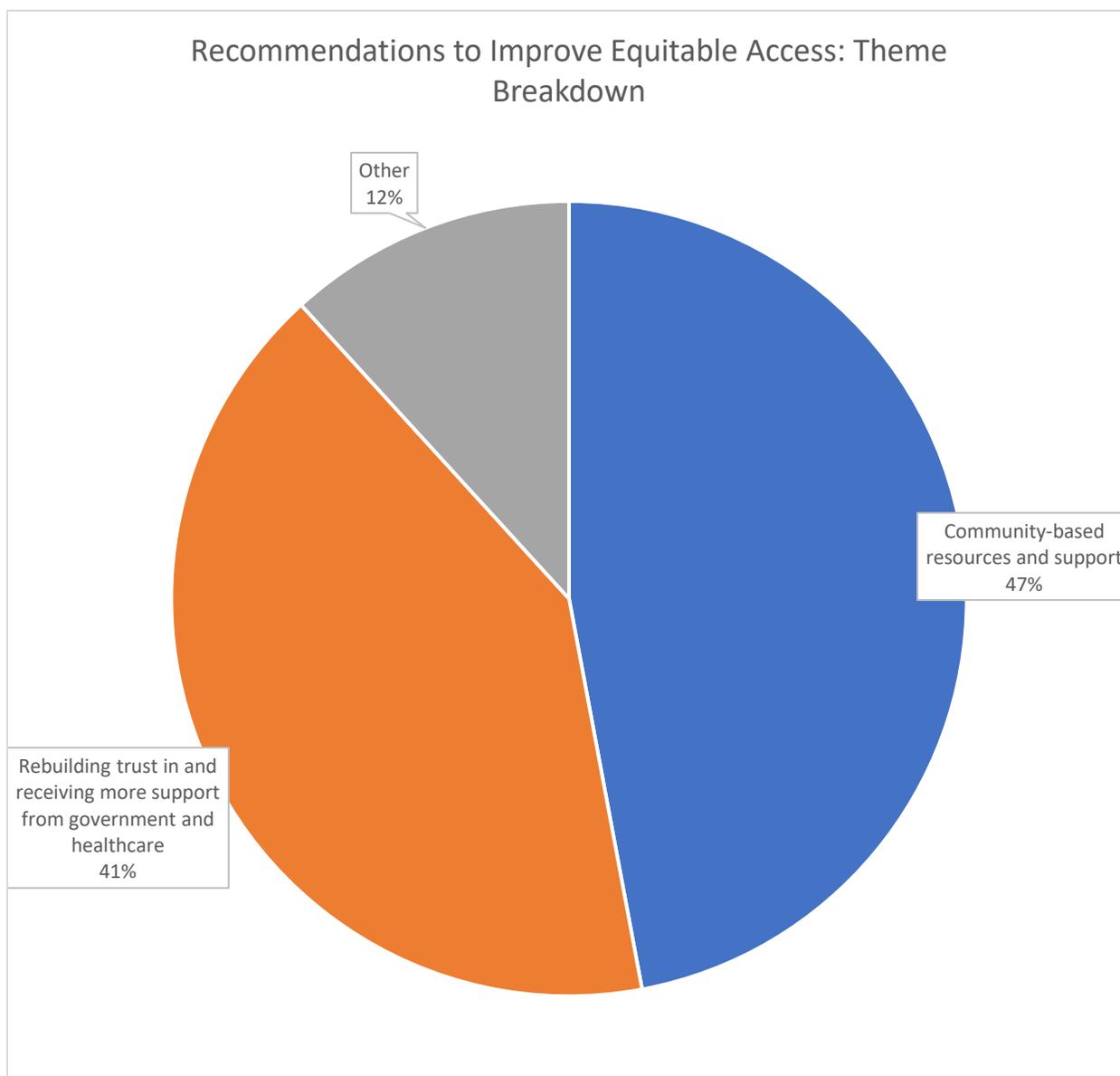
where to go for treatment that does not require insurance or money to be seen and where to get the medication
readily available options to communities regardless of income/insured status.
Increase pharmacies which carry these medications.
Funding support for telehealth services (without the patient having to be in person to have a telehealth visit with an off site doc)
Real doctors who wil interact with the community and answer any questions they may have
Easy to find pharmacy prices for non insured
More providers in a rural area
more primary care providers
Fix the transportation issues currently affecting everything.
Telemedicine is the only true solution that will improve equitable and just access to COVID-19 treatments.
physicians to write prescriptions
telemedicine
Teleheath
More test to treat for people w/out insurance.
Having access a Pharmacy Stores instead of going to the doctor office
Clear information regarding how to access the medications/treaments as an uninsured/low income individual. Clear idea of cost to access these treaments. The medication is free but the prescription is not.
and transparency with smaller communities
Referrals for prompt tx for the SUD population without primary care

**What resources would be most helpful to increase access to COVID-19 treatments in your community?**

*Theme Seven: Other*

Financial
Affordability
All resources are very helpful
Addressing other health needs in addition to covid.
Insurance
Health NSURANCE
affordable costs
Anything that helps raise awareness
Provide additional funds during the econocmical crisis.
Having facilities reach out to the community. As a community based organization we rely heavily on other organizations to provide the services we can't. It would be great for Health organizations to be more intentional with their outreach.

### Question Three: What are your recommendations to national, state and/or local officials to improve equitable access to COVID-19 treatments?



Number of Responses = 136

**What are your recommendations to national, state and/or local officials to improve equitable access to COVID-19 treatments?**

*Theme One: Community-based resources and support*

To conduct local representation in each state.+A3:A10
Possibly share covid.gov ads on internet, youtube, social media, that include treatment options. Radio, TV, and local ads as well since some populations do not have regular access to the internet.
Education via social media, TV, local News
Use of community based businesses, eg. churches to promote treatments
increase locations/access
Easily accessible testing and treatment facilities, easier navigation thru the websites.
work together and visit the communities. Many older adults, and other disadvantaged populations are not getting treatments, vaccines o tests. It is necessary to move closer to them, and educate all the populations.
Target community leaders so that information and resources can reach those most in need.
provide transportation for individuals, More accessible locations.
Make it accurate, simple to understand, and available in many languages. Update, as needed.
Increase access to COVID-19 treatments and make them affordable to those who do not have health insurance. Make the treatments accessible and avoid creating barriers from POC accessing this treatment
Telling more to the poor population about covid and what how harmful it can be if not treated or vaccinated.
Identify who has already done this best, put out the best practices asap--there is so much variability and additional resources spent on re-inventing materials others have done better.
Expand access and recruit more pharmacies to become test-to-treat sites.
I believe being able to get out into the community to those areas that may not have the access to get care or treatment would be valuable as our area is mostly retirees that don't always have the resources to get to care or get the treatment that could help them recover. This is the same demographic that maynot have tthe ability to get access to vaccination due to where they are at in the area.
Make the testing and vaccinations easily accessible and affordable for all
Make sure that people understand that treatments are federally funded and are free.
Provide factual, uniform information with guidelines so health departments can present the information in an understandable manner. Programs that reinforce general and specialty hygiene techniques should be emphasized.
transportation or in-house access to testing/treatment medications
More accessible information - more than english and spanish language supports, ASL interpreters, plain language and easy read text. More media coverage about this so community conversations can start and take place.
Ensure treatments are available at all urban and rural communities and within close proximity to residential areas.
Fund ideas like the mobile unit just discussed to bring test to treat out people.
Place information in media (Newspaper, Radio, Social Media)
help with transportation
More transportation to pharmacies. Better awareness that the meds and vaccines are free
Increase access community events, mobile services

**What are your recommendations to national, state and/or local officials to improve equitable access to COVID-19 treatments?**

*Theme One: Community-based resources and support*

This area would benefit from town hall type meetings for the community.
Place test and treats at Community Health Centers
More advertisement in plain language that everyone can understand.
Making it easier for people to find providers who are able to prescribe and administer the treatments.
It is available. We have no trouble getting vaccines. The only trouble is transportation in my community.
My recommendations would be to support individuals and families with transportation for traveling outside of their communities to receive covid 19 treatments.
more test to treat sites
Have the medications available for the rural community reservation community clinics
Mobile units.
Provide a list of hospital pharmacies that have the treatments available
Provide information on social medias so that they would get to everyone.
These treatments are not highly publicized in my community and they are not readily prescribed. I think there needs to be community awareness workshops for many in the community at different venues of all
Making the treatment more accessible.
educate the community that treatment is free
Make resources in various translations
Educate the community leaders
Provide more marketing of treatment sites/locations throughout local areas.
ways for get people to the location it is located.
Keep us all informed! Thank you so much for the brilliant work you are doing. You ROCK!!
Easy access to guidelines and eligibility requirements, educational references, accommodate those with language barriers, organization of information
get the word out that there's treatment out there, but manage expectations - people won't know what they've escaped by taking the drugs because they may still be symptomatic.
Increased communication about where treatment/testing centers are located in different areas. Also what treatments are available to individuals in our area. This may be something that needs to come from our local healthcare systems
Enhance media and messaging campaigns to assure that people know why take the antivirals, who's eligible and where to access them (including costs associated with getting it)
Meet the people where they are...In their communities.
Access and more advertisement.
misinformation - reaching people via various social media - What's App or Reddit
there is limited access including location and waiting periods for vaccinations, testing and treatment. ensure that there is availability for all in the communities most vulnerable and historically in need
Educate more. Share this information in multiple platforms (online, news papers, commercials) Always in multiple languages.
For Tribal Communities to have it accessible to communities members or to inform them that there is antiviral meds available.

**What are your recommendations to national, state and/or local officials to improve equitable access to COVID-19 treatments?**

*Theme One: Community-based resources and support*

Having advertisement paid for and approved by leadership locally is a process for everything. CDC provided information would greatly help speed up this process.

Get out information about treatment and free cost in multiple languages and disseminate widely in community

Increase test to treat sites. Provide local tv ads for Paxlovid.

Education and utilizing health professionals that represent the community.

Community surveys and effective studies to reach those population whom would really need COVID-19 treatments or have a high COVID data. In addition to provide steady resources to the same.

Having information in Spanish to service the Latinx community so that he or she may be able to read all of this useful information, and be able to educate themselves on the anti-viral medications that are available to them.

We need more community members to influence their neighbors, friends, families, and co-workers to get tested and treated.

Focus on access to vaccines + treatment for individuals with IDD. Physically accessible sites for people with mobility needs. Quiet and less crowded spaces intentionally designed. Increased funding for HCBS to ensure that people with IDD have the resources to access COVID-19 care -- transportation, direct service professionals, etc

Mobile Care Incentives from CMS; Data

**What are your recommendations to national, state and/or local officials to improve equitable access to COVID-19 treatments?**

*Theme Two: Rebuilding trust in and receiving more support from government and healthcare*

It is a huge challenge that mixed messages especially from conspiracists and the media contradict experts' advice. I think the antidote is massive public health commitment of reaching out to the masses as much as possible ensuring that equity (ethnic/race) is taken into consideration when forming the teams to reaching out.

support and infrastructure for boots on the ground community health worker

Financial support for underserved and undocumented  
Information in varied languages

Continued education for providers and public regarding these treatments.

Funding for Community Health

Fund CHWs to get info out and help with access

Allow funding support for telehealth services. Enforce that CVS and other federal partners provide care at no charge. Increase T2T sites in rural areas.

More accurate and complete info

The underserved communities need to see the person(s) who are high up in their communities more than once a year. Yes, everyone schedule is busy, but if you want to get more underserved communities vaccinated, then you all will have to meet them more than half way again coming out of the office and into the underserved communities to gain their trust! Even if you are just stopping by to say "hello" and hand them a bag of apples, it is the small things you do for these communities that counts!

the jingo of the availability must start from the grass root and go up to the national level. Let the people at the grass root be involved in the strategic planning of their health management

Look to the model of the last presenter as a blueprint. What they did in Mississippi can be copied. Additionally, they serve as a blueprint due to the different myriad of factors involved and barriers to vaccination

Bring in a T&T state Coordinator specifically and focusing on monitoring and ensuring T&T services reach social vulnerable communities through their neighboring providers(private clinics, pharmacies, etc)

Universal health care and Uniform Basic Income!

fund primary care, allow PCPs to earn consistent with their peers in other specialties.  
Burnout is real, and due to overwork!

Providing money to the test-to-treat sites so that insurance is not needed.

A national communications campaign for the public  
education for clinicians

Empower vulnerable people with information and education. Facilitate community health resources though lines like 211 to get medical services and COVID 19 prescriptions.

National campaigns and outreach to healthcare providers, CBOs, and CHWs

Ensure that information is distributed to rural communities and communities of color.

Increased allocations of treatments to States from the Federal government

Please refer to the aforementioned comments, and be certain that folks identify inequities, acknowledge them, take accountability for continuing them, and then work together to change the system.

federal funds don't cover treatments --- not really. Can we have specific funding mechanisms and streams for the treatments?

**What are your recommendations to national, state and/or local officials to improve equitable access to COVID-19 treatments?**

*Theme Two: Rebuilding trust in and receiving more support from government and healthcare*

Greater presence in communities where there are barriers, stronger marketing around resources and a strong effort to build trust
Funding, as well as marketing and any ideas on how to debunk the myths on treatment that is on all social media outlets.
Grants to community clinics to increase their capacity, so they can expand their test to treat capabilities
Funding, the organization that I am currently working for is a nonprofit organization that is constantly in need of funding and donations(masks,test,hand santizer, etc.).
More funds to cover communication and marketing strategies
Spend the money needed to educate, test, and treat marginalized communities.
Transparency, and reach to those in smaller communities
Expansion of Medicaid coverage in Texas
Increase access at community based organizations use contracting services to hire people who can perform treatments
Partnership with other organizations who work with undersrved population
Make medicines available to everyone insured or non-insured
Telemedicine is the only true solution that will improve equitable and just access to COVID-19 treatments. Anything less may be good strategies, but they won't meet equity and justice needs.
require ALL insurances to cover cost be able to provide home based access
Provide test to treat funding support, provide reports for where treatments are being accessed to help identify gaps in service.
increased resources and data sharing
Mas fondos y donaciones para poder ayudar a la comunidad.
continue community outreach invest in public health departments nationwide - ours is quite short staffed
GET FREE HEALTH CARE
Education
communication coming from health departments and CDC for information sharing to persons in communities and also to providers/clinicians
Target funding and staffing resources to educate those who need help gaining access to testing and treatment.
Meet the people where they are.
Provide funding to professionally train CHWs who can go out and recommend these treatments to community members. Allow access to community members to have treatments mailed to them.
affordability, alternatives for those without insurance
Additional funding for the LHD to develop COVID-19 treatment specific outreach
Mobile units are so amazing. We have in our community for other services (food, recycling, education/books, etc) and they have had significant impact. Would be nice to add healthcare and public health to this list.

**What are your recommendations to national, state and/or local officials to improve equitable access to COVID-19 treatments?**

*Theme Two: Rebuilding trust in and receiving more support from government and healthcare*

more funding

Include people with disabilities in test groups, focus groups, and research.

Information, access to quality care, preventive care, getting families in line with a primary care provider to address preventable illnesses.

Make outreach more realistic- give funding to grassroots organizations that work in disproportionately/low-income impacted communities so that COVID19 treatments can be brought into the communities that need to be reached

Make sure that underserved areas are the target of their services.

Just approve getting it done and quickly and provide sites to make it happen; reach rural areas

As an outreach organization that goes out into the hard to reach, rural and communities of color, we look to collaborate with established organization, however, organizations like local health departments feel there is competition with outreach organizations.

Recommendations is to remind all agencies, health departments and others that all are trying to reach to same goal to keep all of us safe.

**What are your recommendations to national, state and/or local officials to improve equitable access to COVID-19 treatments?**

*Theme Three: Other*

Promotional materials with friendly images/graphics and low literacy
Treatment vs. vaccine discussion. Patient education on when they should seek treatment.
Promote them more and better COMMUNICATE better. The pandemic is not over and people should see testing as routine and learn that treatments are widely available (if they are).
Where not hearing about treatments. Spread the word through information campaigns.
Continue providing up to date information about the current recommendations to the treatments available to all ages. Our case investigators review the available treatments and can also give the state website resources which tell where the closest test and treat clinics are located.
I think the test to treat initiative is a wonderful start but falls short of providing a simple and quick solution to Paxlovid/treatment access. As a case investigator I speak with many in the community who would benefit from this medication but are uninsured and financially unstable. After a quick review it would be hard to suggest a pt use this resource as it is confusing and not clear about pricing.
Probably make it optional instead it bring a requirement for some work fields.
Identify vulnerable populations and direct resources accordingly. Affordable treatments
Telehealth
test to treat conformity, lack of resources or lack of physicians to write prescriptions for treatment
Keeping stock of treatment medicine on the shelf.
As shared, I think more availability will be helpful, and those who do not have doctors could still get access to the medications.
Increase the number of days of clinics and extend the hours beyond 6pm .
Explain in laymen terms how these treatments work. Make it more clear that the treatments are free.
offer them at testing and vaccine sites
communication