

Themes from Chinese Community Health Forum – June 10th, 2023

Challenges:

1. Healthcare delivery issues (x5)
 - 1.1. ER issues (x5)
 - 1.1.1. ER waiting time is too long (x5)
 - 1.1.2. ER is too crowded (x1)
 - 1.1.3. ER appears to have limited doctors (x1)
 - 1.1.4. Emergency response (ambulance) takes too long to arrive (x1)
 - 1.2. Increased surgery wait times during COVID (x1)
 - 1.3. Hospital visitation rights (x2)
 - 1.3.1. Visitation rights should be in place whether during a pandemic or in normal times (x1)
 - 1.3.2. Issues with family members or certain family members not being allowed to visit (x1)

2. Language-related communication barrier (x6)
 - 2.1. Communication barrier on calling 911 (x1)
 - 2.2. Communication barrier while in the hospital (x4)
 - 2.3. Communication barrier with primary care provider (x2)
 - 2.4. Difficulty booking appointments due to language barrier (x1)

3. Technology barriers (x1)
 - 3.1. Teleconsultation was difficult (x1)

4. Other Logistical Challenges (x1)
 - 4.1. Confusion between T (x1)

5. Transportation issues (x1)
 - 5.1. Limited transportation options downtown (x1)
 - 5.2. Forced to arrange private rides (x1)

6. Issues with existing translation options (x1)
 - 6.1. Accessing WECHU-provided translation services is difficult without family support (x1)
 - 6.2. Translation app on mobile phones was not sufficient for doctors and patients returned home without treatment (x1)
 - 6.3. Translators are not easily accessible (x1)

7. Limited Information Accessibility (x1)

- 7.1. Rely on individual goodwill to get information (x1)

What was Helpful:

1. Vaccination Process (x2)
 - 1.1. Receiving the vaccine at the right time (x1)
 - 1.2. Public health coordination of communication about the vaccine (symmetry of information) (x1)
2. Masking (x2)
 - 2.1. Health professional adherence to masking (x1)
 - 2.2. Mask-wearing felt comfortable (x1)
3. Adequate access to family doctor (x1)
4. Less person-to-person contact (x1)
 - 4.1. Contactless delivery of medication (x1)
 - 4.2. Contactless appointments (x1)
5. Positive translation experiences (x2)
 - 5.1. Translation through family members when communicating with healthcare professionals during the pandemic (x1)
 - 5.2. WECHU provided excellent translators for every dental appointment (x1)
6. Governmental processes (x2)
 - 6.1. A government group checked up on some of them personally and through telephone (x1)
 - 6.2. Acquiring a temporary OHIP card was easy (x1)
7. Hospital experience (x2)
 - 7.1. past the ER, the process was smooth (x1)
 - 7.2. Quick and responsive hospital treatment (x1)
8. Information-sharing technology (x1)
 - 8.1. WeChat, health.ca (x1)

Recommendations:

1. Translation services
 - 1.1. Hospital should provide translator (x3); online one-on-one translator (x1); translator in both Mandarin and Cantonese (x1)
 - 1.2. Family doctor should have a translator (x1)

2. Hospital/medical
 - 2.1. Hospital visitation rights should always be in place (x1)
 - 2.2. The two Windsor Regional Hospital campuses should remain open even after the third campus near the airport is built (x1)
 - 2.3. More doctors and nurses (x1)
 - 2.4. Would have liked in-person follow-up appointments (x1)
3. Want their voice heard (concerns voiced to healthcare providers/politicians) (x1)
4. Community-level
 - 4.1. Would like senior housing for the Chinese community with adjunct medical care (x1)

Other:

People got health information through WeChat group (x2), health.ca (x1), family and friends (x1), each other (x1)