

Exploring Discrepancies: Analyzing Electronic Medical Records Data Against
Direct Observations

(Technical Report)

Health Professionals, Elderly Americans, and Distrust During Covid-19 in the
United States

(Sociotechnical Research Paper)

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by

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Preface

In the United States, how can the healthcare for the aged be improved?

How can patient flow for the University Physicians Primary Care Clinic (UPC) in the UVA Health System be improved? The UPC is optimizing the patient experience by serving patients through various practices, including primary care, rheumatology, and endocrinology. Its primary patient population consists of elderly patients and others who typically require more time in the system than typical patients. Data from an electronic medical records system can support recommendations for system improvements to optimize the inflow of UPC patients.

In the US during the Covid-19 pandemic, how did social groups manage problems of trust among elderly Americans in expert health guidance? During the pandemic, distrust of new public health guidance complicated health professionals' efforts to slow the spread of the virus. To achieve high vaccination rates, public health authorities needed public trust. Distrust, however, was high among some vulnerable populations, including the elderly, who faced increased health risks and social isolation. Causes included information overload, political polarization, vaccine hesitancy, disparities in healthcare, and the marginalization of communities. Community health campaigns, support from trusted figures, and feedback forums relieved distrust and improved some elderly patients' digital literacy.