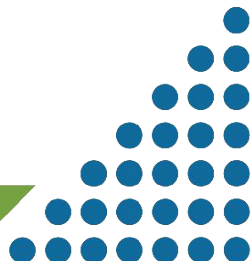


SB 1038 Telehealth Accessibility Initiative Developing Best Practices for Accessible Telehealth Care

for the Virginia Disability Commission

July 2026



2025 General Assembly

Purpose

- Develop statewide best-practice training
- Improve telehealth accessibility
- Support healthcare providers
- Focus on people with disabilities
- Collaborate across agencies and stakeholders

[SB1038 - 2025 Regular Session | LIS](#)

July 2025

Milestone: DBHDS forms internal SB 1038 workgroup

Participants:

- Developmental Services
- Policy & Public Affairs
- Clinical & Quality Management

July – September 2025

Milestone: Research & Landscape Review

- Reviewed best practices and publications on telehealth for people with disabilities
- Identified relevant agencies and stakeholders for planning

October 2025

Milestone: Coordination & Pre-Launch Activities

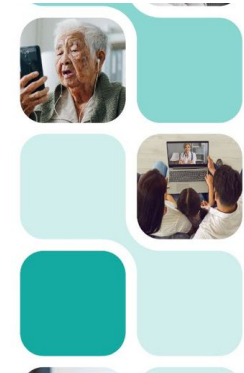
- Met with VDH and VTN to coordinate efforts with the State Telehealth Plan
- Scheduled initial workgroup meeting for November 10, 2025
- Distributed invitations to identified agencies & stakeholders

November 2025

Milestone: Initial SB 1038 Workgroup Meeting

- Launch of formal planning activities

2026-2030

**VIRGINIA'S STATE
TELEHEALTH PLAN***Presented by Virginia Telehealth Network*Approved by Virginia's State Board of Health
June 12, 2025

**SB 1038 Workgroup
Membership**

One statewide effort.
Shared expertise.

DBHDS
Virginia Telehealth Network
Virginia Department of Health
DARS
VDDHH
Disability Law Center
VACSB
NASW Virginia
The Arc of Virginia
VCU Partnership
Community partners
Senator Stella Pekarsky

Key Workgroup Considerations

Who needs to be at the table who is not here?

What is the vision for telehealth accessibility in a best-case scenario?

What does accessibility look like and/or mean to you?

What are the barriers/challenges/gaps to achieving accessible telehealth in Virginia?

- Video visits
- Audio visits
- Remote monitoring
- Health education
- Public health
- Care coordination
- Administrative services

**Equal Access**

- Provider and patient both prepared

**Effective Communication**

- ASL
- CART
- Accessible documents

**Remove Barriers**

- Technology
- Transportation
- Ease of use

**Accessible Locations**

- Libraries
- Community sites
- Homes
- Clinics

**Technology****Technology**

- Broadband
- Equipment
- Platform accessibility

**Providers****Providers**

- Limited disability training
- Workforce capacity

**Patients****Patients**

- Digital literacy
- Interpreter access
- Trust

**Policy****Policy**

- Federal telehealth changes
- Long-term sustainability



- Health equity
- Inclusive technology
- Sustainable policy
- Workforce readiness
- Person-centered care
- No geographic barriers

One statewide effort. Shared expertise.

- 1 Foundations of Telehealth Equity & Legal Mandates
- 2 Pre-Visit Workflow & Universal Design
- 3 Intellectual & Developmental Disabilities (I/DD)
- 4 Sensory Disabilities: Hearing & Vision
- 5 Mobility & Physical Impairments
- 6 Telemental & Behavioral Health
- 7 Systemic Barriers & EMR Integration
- 8 Resources & Next Steps

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Concepts:

ADA Title II & III

Section 504 (Rehab Act)

Section 1557 (ACA)

Paradigm shift

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Concepts:

Intake

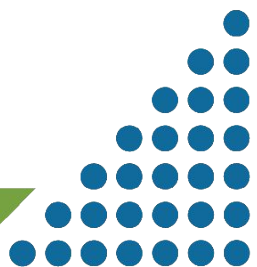
Accommodations

Accessible platforms

Preparation for use

Informed consent

EMR for consistency



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Concepts:

Best practices

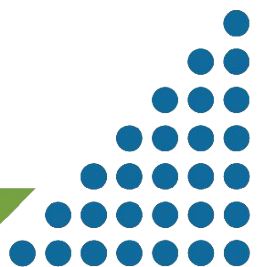
Consent

Technology (tailored)

Communication

Interactions, autonomy

Population statistics



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Concepts:

Diagnostic overshadowing

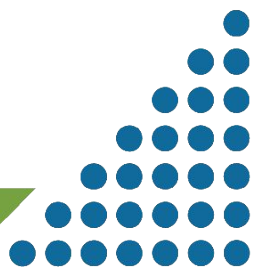
Documentation standards

After-visit follow-up

Cultural competency

Resource websites

Key takeaways



Provider Quick Reference | Inclusive Telehealth Checklist

BEFORE THE VISIT

- ☐ Capture disability status & accommodation needs in intake forms
- ☐ Confirm platform is WCAG-compliant & supports 3-way video
- ☐ Send consent forms ahead of time in accessible formats
- ☐ Offer and conduct a practice test call
- ☐ Send step-by-step join instructions with screenshots
- ☐ Confirm interpreter/CART availability if needed
- ☐ Flag accommodation needs in EMR for all staff

DURING THE VISIT

- ☐ Confirm patient's physical location at visit start
- ☐ Establish emergency contact & tech-failure protocol
- ☐ Use plain language and focused, specific questions
- ☐ Allow extra time — do not rush the patient
- ☐ Center yourself in frame; look directly at camera
- ☐ Ask patient preference before including caregivers

AFTER THE VISIT

- ☐ Send visit summary in patient's preferred format
- ☐ Collect accessibility-specific feedback
- ☐ Update EMR with any new accommodation notes

July 2026

Milestone: Draft review internal, DBHDS

- Finalize draft training edits for VTN/VDH discussion

August 2026

Milestone: Draft review with VTN/VDH

- Identify needed edits and content development
- Finalize draft training edits for broad stakeholder discussion

September 2026

Milestone: Meet with stakeholder group to review drafted training

- Identify needed edits and content development
- Determine plans for communication and sharing, next steps



Thank you

