

# eHealth Engages and Empowers Low-Income HIV+ Patients: Implications for Health Literacy Practitioners

- Venkata Ratnadeep Suri<sup>1</sup>, Amy Gonzales<sup>2</sup>, Riya Singh<sup>1</sup>

<sup>1</sup>Indraprastha Institute of Information Technology, Delhi, India

- {ratan.suri, riya singh}@iiitd.ac.in

- [gonzales@ucsb.edu](mailto:gonzales@ucsb.edu)

<sup>2</sup> University of California, Santa Barbara, USA

**Coding tree: For brevity I changed the wordings of the codes to fit into a single slide. They are semantically similar. Use this coding tree in concert with other materials like the paper and the Excel Coding sheet**

Selective codes

E-health  
engages and  
empowers

Axial Codes

HIS on various topics



HIS and Doc-patient Communication



HIS and Exhibition of Critical HL skills



HIS and Coping and Empowerment



Open Codes

Symptoms, side effects, alternative medicines, doctor bio, treatment options, etc.

Bringing info to discussions, discussing treatment options and suggesting options to doctors, researching info doc provided, and contesting information /instructions given by docs

Authenticating website security, comparing and contrasting information, knowledge about credible health websites, differentiating between good and bad information, establishing relevance of particular information to their own context

Reducing anxiety by educating themselves, choosing treatment options and taking charge of their treatment