

## Course Description:

### Student-Run Free Clinic (SRFC) Manager Training Elective

**Course Director:** Nora Gimpel, M.D.

**Department:** Family and Community Medicine

**Student Liaisons:** Maishara Muquith, Kristine Yang, Harin Lee, Tanooha Veeramachaneni, Jesus Valencia, Jonathan Tao, Priyanka Kadari

**Requirements:**

- Minimum participants for course to be conducted: 35-40

**Rationale:**

Student Run Free Clinics (SRFCs) give medical students an opportunity for hands-on learning in a primary care setting. These clinics allow medical students to develop clinical skills such as taking a history, performing the physical exam, and building a differential diagnosis with real patients early in their medical training. Moreover, SRFCs provide opportunities for students to work with Dallas' underserved population and familiarize them to the principles of social determinants of health. Around the country, SRFCs provide various health services including medication refills, HIV testing, acute ambulatory care, smoking cessation counseling, mental health evaluations, and pediatric care for low-income and underinsured members of the community. Students also report developing key clinical skills like administering injections and testing blood glucose levels, often for the first time at a SRFC.

The SRFCs collaborating with UT Southwestern are led by faculty and medical student managers. Each year medical students are selected for leadership in the student-run free clinics during their first year of medical school. Students serve for one year before selecting new managers. Due to the many changes in clinic operations made necessary by the COVID pandemic, the Free Clinic Committee (FCC) representatives felt it was imperative to update the curriculum for new managers to better reflect current SRFC practices. With feedback from the current medical student managers, this elective is being proposed to improve the quality of training for newly selected medical student managers in order to prepare them for SRFC operations. In addition, this elective has the purpose of integrating policies and procedures that are beneficial to all the SRFCs (Agape Multidisciplinary, Agape Dermatology, Union Gospel Mission, Brother Bill's Helping Hand, and Monday Clinic) collaborating with UTSW.

**Course Objectives:**

The purpose of this elective is to provide medical student managers serving in the student-run free clinics with an introduction to the patient populations they will be serving,

clinical skills key to their role, and operational skills specific to their clinic sites. Students will participate in lectures focused on:

- Social Determinants of Health and the intersection of this topic with the free clinics
- The available healthcare resources and how free clinic patients may be able to access these resources
- The what, when, where, and how of documentation in the free clinics
- The basic intake process for seeing free clinic patients, including registering patients, collecting vitals, and history taking

Students will also visit clinic sites to learn where equipment, supplies, and medications are stored.

**Format:**

The elective will consist of both virtual didactic component and in-person experiential learning on site at the free clinics. This course includes student led training /peer learning.

**Student Evaluation:**

*Grades will be pass/fail.* Attendance is required to receive credit for the course.

**Course Evaluation:**

Grading will be pass/fail. To receive transcript acknowledgment, students must:

- Attend 10 of 12 participant hours (Athena EMR and 1 Service Learning session required)
- Students must take the REDCAP survey administered before & after elective to assess knowledge and learner impressions. Relevant areas of inquiry include but are not limited to:
  - Comfort with leadership
  - Interview/physical exam skills & confidence
  - Understanding of free clinic workflow and services provided

**Schedule:**

Session #	Date	Session Title
1	9/11/2021	Introduction to Student Run Free Clinics + Health Equity Summit
2	complete before 10/10/2021	Athena EMR, Macros, appropriate documentation <b>**REQUIRED**</b>
3	10/27/2021	Telehealth in Free Clinics & Motivational Interviewing
4,5,6	10/01/21-12/16/21	Service Learning <b>**1 SESSION REQUIRED**</b>

**Learning objectives:**

- a. Provide an overview of the student run clinics at UTSW and the national role of SRFCs
- b. Teach students to appropriately document on Athena while following HIPAA guidelines

- c. Orient new student managers to clinic workflow, including telehealth and COVID protocols
- d. Expose students to the communities served by the student run clinics at UTSW
- e. Develop leadership skills for student managers through shadowing opportunities and organizing clinic schedules

## **Syllabus:**

### **1. Session 1: Student Run Free Clinic Summit**

*Speaker: Dr. Nora Gimpel*

- a. Students will be introduced to the different clinics, populations served, and services provided
- b. Discussion on health equity & the ethical implications of free clinics  
Introduction and overview of the US Society of Student Run Free Clinics (<https://www.studentrunfreeclinics.org>), role and opportunities

### **2. Session 2: Athena EMR & Appropriate Documentation**

*Speaker: Pre-recorded on D2L by prior student managers*

- a. Students will watch Athena walkthrough uploaded to d2L; attendance will be tracked
- b. After watching video, students will document a test patient case to demonstrate the following-
  - i. They have created an Athena account and are able to access clinic's database
  - ii. Sufficient documentation of test encounter
- c. No in-person component; elective reps may run an office hours for students who did not demonstrate Athena competency and/or have questions regarding Athena or EMRs

### **3. Session 3: Telehealth & Motivational Interviewing**

*Speakers: Current student managers*

*Potential faculty speakers: Dr Ladan Agharokh, Laura Lynch*

- a. Brief review of platforms used by each clinic to familiarize learners
  - i. Doximity (UGM)
  - ii. Microsoft Teams (TMC)
  - iii. Zoom (Agape Multi)
- b. Do's and Dont's / etiquette
  - i. Dress & minimizing distractions
  - ii. Privacy
  - iii. Non-verbal components
  - iv. Verbal components
- c. Motivational interviewing & health behaviors
  - i. Students will grasp purpose & tools for motivational interviewing
  - ii. Impact of telehealth on typical strategies employed
  - iii.

#### **4. Session 4-6: Clinic-specific shadowing and trainings**

*Conducted by current student managers*

- a. Each student run clinic has a unique workflow and serves distinct patient populations. Thus, it is vital to gain first hand exposure to specific clinics as a manager. Each clinic will provide trainings on site on the following:
  - i. Shadowing
  - ii. Intake/Vitals/Focused history taking
  - iii. Clinic-specific Athena documentation preferences
  - iv. Orientation to the student-run clinic manual including, but not limited to, overview of emergency protocols, scheduling physicians and volunteers, drawing and ordering blood work, etc.
- b. COVID and the SRFCs: PPE, universal precautions + specific clinic guidelines (ie max # people/room, impact of COVID on patient population, etc) using UTSW guidelines sent by Dr. Angela Mihalic