



UCSD STUDENT-RUN FREE CLINIC PROJECT

BACK IN SESSION

OCTOBER 2021

CONGRATULATIONS

- DR. NATALIE RODRIGUEZ -



Congratulations to Dr. Natalie Rodriguez, the recipient of the **2021 Arnold P. Gold Foundation Humanism in Medicine Award** and the **FIRST person from UC San Diego School**

of Medicine to be awarded this honor!

Every year, the AAMC Organization of Student Representatives honors a medical school faculty physician who exemplifies the qualities of a **caring and compassionate** mentor to medical students.

We're so lucky to have Dr. Rodriguez and thankful for all she has taught our students about **patient-centered care!**

SUMMER CLINIC RECAP

Fireside Chats

- Congratulations on **over 1 year of meaningful, cathartic conversations!**
- Since its beginning, the

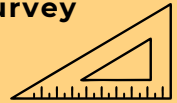
Fireside Chats have covered topics ranging from stigma, distress, PTSD, intimate partner violence, motivational interviewing, and patient advocacy.

Nutrition

- Thank you to **Brett Taylor (MS2)** for his work with our registered dietician partners this Summer!
- We look forward to **Monique Ortiz (MS2)** continuing this good work into the Fall.

WHAT'S IN THIS ISSUE

- I. Congratulations!
- II. Summer Clinic Recap
- III. Patient Satisfaction Survey
- IV. NEW at Free Clinic
- V. Free Clinic Spotlights



PATIENT SATISFACTION SURVEY

From July 12, 2021-August 16, 2021, 103 of our Free Clinic patients were interviewed about their patient satisfaction experiences.

Thanks to **Veronica Lin (MS2)**, here are the compiled survey results!

PATIENT SATISFACTION

- I felt respected and cared for during my visits. • 99%
- I felt confident in the skill and knowledge of the clinic. • 100%
- It was easy to communicate with the help of an interpreter. • 98.1%
- My medical concerns were addressed. • 97.1%
- My treatment plans were explained to me clearly. • 99%
- I was satisfied with the social services I received. • 96.1%
- I was satisfied with the pharmacy services I received. • 98.1%
- I was satisfied with my visits overall. • 97.1%



NEW AT FREE CLINIC



Lab Managers are back on site!

Josh Olson (MS2) performing venipuncture for our patient at our Downtown location

Exercise in Medicine (EiM), a new program by **Kevin Dayao (MS2)** and **Simran Gidwani (MS2)** under the guidance of **Dr. Sarah Linke** and **Dr. Susan Glockner**, integrates physical activity assessments, informational guides, and 1-1 health coaching into our free clinic patient encounters. This initiative aims to support our patients' health by promoting health education and lifestyle modifications.

From our patients:

- "Everything is very clear and well explained. It makes me get more motivated."
- "Everything you have done is great-thank you for talking with us on the phone, taking so much time with us"

FREE CLINIC SPOTLIGHTS

Name: Iris P. Masotti

Title: Advisory Board Member since the inception of UCSD Student-Run Free Clinic Project

Role: Served as Chair, developed relationships within and outside UCSD with Dr. Ellen Beck



What Does Free Clinic Mean to You?

The Free Clinic is one of the most creative and outstanding NFP organizations with which I've been affiliated. For everyone involved- students, patients, physicians, communities, those overseeing or helping - there is a very positive outcome.

My favorite times are just after the close of a clinic session when students gather in a circle to discuss how they feel and what the interactions with their varied patients have meant to them. In various ways, they talk about the value of collaboration, or of listening intently and learning from patients, teaching or assuring the patient really understands their discussion, and then they generally mention their strong feelings of compassion. I am always very touched by the frequency in which compassion is mentioned, and have learned that it remains with them long after they go into medical practice. This ongoing emotion seems to set them apart from medical colleagues who have not had the SRFPC experience, as they report they feel happier and truly valued by staff and patients.

Name: Alisson Magsumbol

Title: Food Rx Project Co-Supervisor and Volunteer



Most Memorable Moment You've Had at Free Clinic?

I started at Free Clinic, specifically Food Rx Project, about 3 years ago. During my onboarding process, I remember my initial impression of the clinic and it was chaotic. Yet it was the type of chaos that you wanted to be part of. That chaos, I learned as time went on, is this community where you'd see so many committed individuals, the majority at the beginning of their journey/career and others further along and mentoring those who are just starting. This was the environment that I could see myself being a part of.

As a part of the Food Rx Project and with the challenges of this past year it's put many things in perspective. The team that I get to work with every week means a lot to me. Each week, when we come together and prepare produce and shelf-stable bags I always get to learn something from each member, and the atmosphere is always optimistic. As a premed/pre-health, the journey is a roller coaster of a marathon, but being with the team I get to work with every week makes the journey a little easier.