



Troubleshooting COVID-19: A Student-Run Free Clinic's Response



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Background

- Rowan Community Health Center (RCHC) is a student-run clinic that provides cost-free, non-emergent primary care services in Lindenwold, NJ
 - accessible source of healthcare for the community
- RCHC closed in March 2020 due to COVID-19 and reopened in August 2020

Objective

- Reopen with strict guidelines for patient and personnel safety while adhering to University and state guidelines

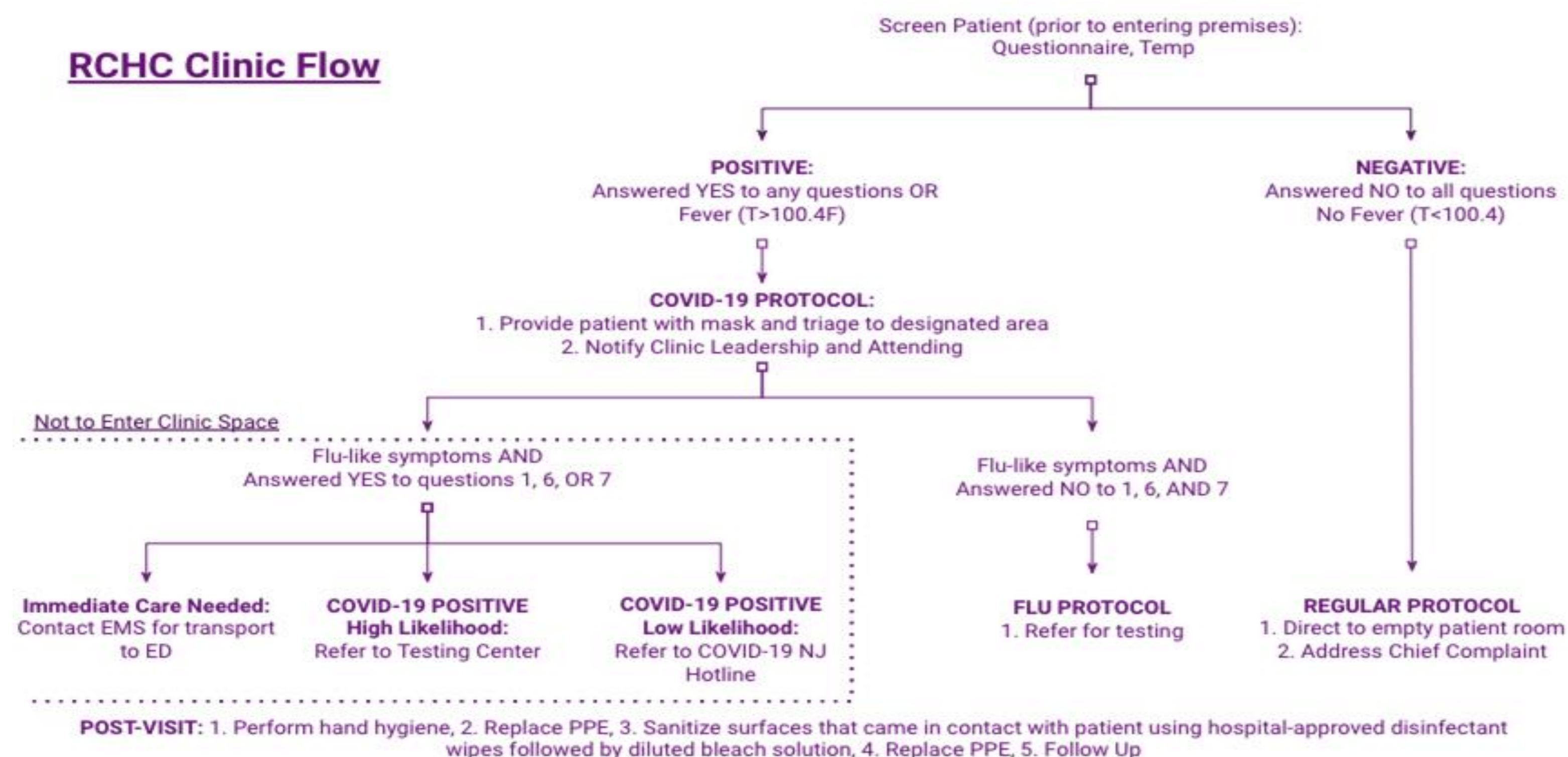
Methods: Logistical Considerations for Reopening



Results: Clinic Protocol Changes

- Masks and face shields provided by community organizations and purchased
 - Mask Transit NCC
 - COVID-19 New Jersey Medical Student Coalition
- Limiting individuals in clinic
 - From 4 patient rooms pre-COVID to 2 rooms
 - 6-8 patients per day to 2-3
- Personnel limit from 8+ to 4-6 in total
 - Lack of preceptor availability due to patient need at offices or hospitals
- 2-3 screenings prior to visit
 - pre-screening over phone
 - temperature, COVID questionnaire in car prior to arrival
 - no walk-ins

RCHC Clinic Flow



MAR-JUL 2020

COVID: CLOSURE

- COVID-19 protocol created and approved by University

AUG

REOPENING

- reopened Aug 15
- application of new workflow and protocol
- only RCHC e-board personnel

SEP-OCT

- 1 clinic date over 2 months due to lack of preceptors
- allow up to 4 student volunteers (OMSII-IV)

NOV

- up to 2-3 clinic dates
- allow up to 6 student volunteers (OMSII-IV)

DEC-NOW

CURRENT

- continuing 2-3 clinic dates per month
- OMS-1 volunteers allowed

Conclusion

- Established a functional, reproducible infectious disease protocol for respiratory illnesses that adheres to safety measures and allows quality care to continue
- Contributions of local organizations allowed RCHC to transition smoothly
- No COVID-19 exposure to clinic personnel or patients thus far