

Jefferson Hospital Ambulatory Practice

33 South 9th Street, Suite #220

Philadelphia, PA 19107

JHAP is an outpatient primary care clinic run by internal medicine residents. There is always an attending physician serving as preceptor to the residents, and both residents and attending physicians see the patients. The patient population tends to have both complex medical conditions and challenging social situations.

Please note: this is the “833 Chestnut Street” building but you must enter the building on the 9th Street side (33 South 9th Street).

For each CE session:

- **When you arrive to Suite #220, introduce yourself as a “Clinical Experience Medical Student” at the front desk. Tell them you are here to work with the Community Health Worker (CHW).**
- Your CHW will generally be **Imani Gray-Taylor (267-738-4561)** – though occasionally we rotate staffing – you may call **Olivia Quinn (720-684-7789)** at any time to confirm your CHW.
- Generally, the CHW will meet you in the waiting room.
- You will need to wear a surgical mask at all times when screening patients
- Log into Epic and check the schedule for the afternoon.
- The CHW will introduce you to the clinic staff area and providers, with an explanation of your role for the session.
- When a patient is listed on the clinic trackboard as “checked in”, ask the medical assistant (MA) if you might accompany him/her in the room while vital signs are collected.
- Prior to your SDoH screening, please introduce yourself and the program:
 - o *Hi, my name is **XX** and I am a 1st year medical student at Jefferson. While the providers will be taking care of your medical needs, Jefferson is also committed to addressing any social needs our patients might have, such as housing, utilities, transportation, etc. As part of this screening, I have a few brief questions to ask you. To begin....*
- Perform the screening.
- If the patient screen is completely “negative”, thank them for their time and proceed to the next available room.
- If a patient has a “positive” screen during the interview, proceed with the recommended “follow-up” questions (on the back of the screen form) to better understand the specific “need”; you will then work with the CHW to find the best resource to assist the patient. This may include printed material – but please try to make phone calls (to the community organization), fill out forms, and complete whatever tasks as needed to facilitate connecting the patient with the community resource.
- Please use the CE website (<http://jeffce.com/>) to help with your resource search.
- Return to the patient to discuss your plan to address the social need. The CHW should be immediately available if the patient has further questions/concerns.
- After speaking with the patient, locate the patient’s provider (if possible) and make him/her aware of your findings.
 - o *Hi, my name is **XX** and I am a 1st year medical student screening patients for social determinants of health. Your patient in room **XX** described an issue with [affording utilities / housing instability / food insecurity / etc]. We have set the patient up with **XX** to address this need. The CHW will ensure the patient accesses the resource. A note has been placed in Epic.*
- Proceed to a laptop/workstation to document your “positive screen” or “negative screen” using the “.cexsdohscreen” smartphrase. ([documentation workflow PDF](#))
- If the patient census is low during your session, you may have some other patient engagement opportunities; the CHW may ask you to reach out to follow-up with patients from prior visits who had demonstrated various social needs.

General Session Schedule:

- During the first 10-15 minutes you will learn about SDoH needs/resources using a case-based learning approach.
- You will then screen patients for approximately 1.5 hours.
- During the final 15-20 minutes, there will be a group debrief to discuss the identified SDoH needs and other learning experiences from the session.

Reminders:

- You will be introduced to the medical team by the CHW – the team includes attendings, residents, front desk staff, and MA's
- If asked by any members of the medical team, please tell them you are there to assist with patients' SDoH needs and are part of the CE program.
- Practice hand hygiene before/after each patient encounter!
- If a provider enters the room during a SDoH screening, please pause your screening and ask whether it would be OK for you to stay and observe the clinical encounter – and then resume the screening after the encounter is complete.
- Document all encounters with patients in Epic ("Pt Outreach" note) and select the **name of your CHW** as cosigner.
- For any absences, please log onto Canvas and [submit an excused absence request](#).

Troubleshooting:

- If your campus key password is expired, please go to <https://campuskey.jefferson.edu> and create a new password - or call IS&T at 215-955-7975 and place a ticket.
- If you have forgotten how to create a **Pt Outreach note** – please refer to the [step-by-step PDF](#) posted on the CE Canvas page.

Site Contact Information:

- Your CHW will generally be **Imani Gray-Taylor (267-738-4561)** – though occasionally we rotate staffing – you may call **Olivia Quinn (720-684-7789)** at any time to confirm your CHW; all CE contact information can be found on Canvas page
- Paula Ostroff, RN, MS (CE Director): paula.ostroff@jefferson.edu; Cell Phone: 267-804-2116
- Olivia Quinn, MPH (Education Programs Administrator): Olivia.Quinn@jefferson.edu; Cell Phone: 720-684-7789
- Geoffrey Hayden, MD (CE Physician Director): geoffrey.hayden@jefferson.edu; Cell: 615-479-6499
- Meryem Guler (CE Student Liaison): Meryem.Guler@students.jefferson.edu