

## Appendix A. Leadership board structure

Team	Clinic Leader Position	Eligible Student Status	Major Role
Operations	Co-Directors (3)	Medical**	Oversee administration, maintenance, operations, and current/future projects of the HRC
	Data & Communications Coordinators* (2)	Medical**	Maintain systematic organization of up-to-date clinic documents and data; direct all internal and external clinic communications
	Operations Coordinator* (1)	Medical**	Maintain all clinic equipment and supply inventory weekly; liaison to the university finance department to manage clinic finances
	Student Education Coordinator* (1)	Medical**	Schedule volunteers for all clinics; develop and implement volunteer orientation, EMR
	Patient Affairs Coordinators* (2)	Medical**	Ensure all clinic patients are contacted regarding lab results and further management; liaison to the university hospital laboratory
	Operations Interprofessional Coordinator* (1)	Medical**	Oversee scheduling and coordination of all allied services that function within the clinic; EMR management
	Team Physician Coordinator* (1)	Medical**	Recruit and schedule physician volunteers for primary care adult clinics
	Team Physician Coordinator* (1)	Medical**	Oversee STI supplies and services; train new STI counselors in sexual history training, patient education, and STI screening
	STI Counseling Coordinators (2)	Medical**	Maintain phlebotomy supplies and services at all adult and specialty clinics; train incoming volunteers in phlebotomy
	Phlebotomy Coordinators (2)	Medical**	Oversee phlebotomy services at adult and specialty clinics
	Saturday Phlebotomy Leaders (4)	Medical**	Oversee undergraduate social work services at adult and specialty clinics
	WHISTLe Leaders (2)	Undergraduate	Oversee undergraduate front desk services at adult and specialty clinics
	Patient Liaisons (6)	Undergraduate	Organize monthly fundraisers; oversee the planning of the Annual Auction
	Finance & Development Team	Fundraising Coordinators (2)	Medical**
Fundraising Leaders (4)		Medical**	Oversee the collection and organization of patient data from all clinic visits; organize clinic summary statistics for Annual Report
Chart Review Coordinators (2)		Medical**	Apply to regional and national grants that focus on assisting healthcare projects in the clinics and the greater St. Louis community
Grant-Writing Coordinator (1)		Medical**	Maintain relationships with community partners; promote advertisement in the community; coordinator annual clinic health fair
Community Outreach Coordinators (2)		Medical**	Oversee all operations of the cardiology specialty clinic
Specialty Clinic Leaders	Heart Health Clinic Leaders (2)	Medical**	Maintain partnerships with community services to ensure regular grocery bag distributions at all clinics
	Food Pantry Leader (1)	Medical**	Oversee all operations of the diabetes specialty clinic
	Diabetes Clinic Leaders (2)	Medical**	Coordinate and schedule diabetes patients with specific ophthalmologic concerns for diabetes specialty clinics
	Diabetes Eye Clinic Leader (1)	Medical**	Oversee all operations of the psychiatry clinic

Psychiatry Clinic Leaders (2)	Medical**	Oversee all operations of the women's health clinic
Well Woman Clinic Leaders (2)	Medical**	Oversee all operations of the asthma & allergy specialty clinic
Asthma & Allergy Clinic Leaders (4)	Medical**	Oversee all operations of the ophthalmology specialty clinic; maintain partnership with eye-glasses sponsor
SLU Sight Clinic Leaders (5)	Medical**	Oversee all operations of the ophthalmology specialty clinic; maintain partnership with eye-glasses sponsor

\*These leader positions also serve as Clinic Managers for the medical student-led primary care clinic for adults.

\*\*These leader positions are filled by first-year medical students for the duration of a calendar year, including the second half of their first academic year and the first half of their second academic year.

Appropriate descriptions are listed in addition to the type of students eligible to fill various leadership roles of all medical student led clinics. The number in parentheses indicates the number of positions available in that specific role per week.

HRC: Health Resource Center; EMR: electronic medical record; STI: sexually transmitted infection; WHISTLe: Wellness Holistic Initiative in St. Louis; SLU: Saint Louis University

## Appendix B. Volunteer positions for medical student-led clinics

Saturday Clinic Volunteer Positions	Eligible to Volunteer	Major Role
Clinic Manager (1)	Members of the Operations Team	Manages all clinic business operations, documentation, and communications; troubleshoots issues as needed
Weekend Coordinator (1)	Any medical student	Manages clinic patients, ensuring that all patients are seen timely and receive the services they request
Weekend Coordinator In-Training (1)	Any medical student	A shadow to the Weekend Coordinator who also assists the Weekend Coordinator in their duties
Pre-Clinical Volunteers (4)	Pre-clinical medical student	See and evaluate patients with a clinical volunteer
Clinical Volunteers (4)	Clinical medical student	See and evaluate patients with a pre-clinical volunteer
SLU Sight (2)	Any medical student	Screen patients for ophthalmologic conditions and offers vision correction services (i.e. glasses)
STI Counselors (2)	Any medical student	Sees and evaluate all patients with STI-related symptoms or those who express need for STI testing
Phlebotomy (2)	Any medical student	Perform blood draws, vaccinations, and screenings in clinic and submit to local lab for processing
Patient Follow-Up (2)	Any medical student	Review patient labs and follow-up with patients regarding result and future management
Patient Screener (1)	Any medical student	Screens patients for COVID-19 related symptoms before entrance into the clinic
Patient Liaisons (3)	Any undergraduate student	Undergraduate front desk volunteers who manage patient intake, forms, and EMR records
WHISTLe Volunteers (2)	Any undergraduate student	Undergraduate social work service connecting patients to food, shelter, clothing, etc.; also serves to check out all patients
Allied Services (variable)	Any professional student	Includes dental, behavioral, pharmacy, physician assistant, and nursing students who provide supplemental care

Appropriate descriptions are listed in addition to the type of students eligible to fill various leadership roles of all medical student led clinics. The number in parentheses indicates the number of positions available in that specific role per week. Allied Service volunteer positions are filled by students from other health professional schools associated with Saint Louis University (SLU) and Standard Operating Procedures were not prepared for these services.

SLU: Saint Louis University; STI: sexually transmitted infection; EMR: electronic medical record; WHISTLe: Wellness Holistic Initiative in St. Louis

## **Appendix C.** Health resource center volunteer survey statements

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### **Statements**

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- (1) The Volunteer Handbook contains all of the information a volunteer needs to successfully complete the duties of their position.
  - (2) I believe that Standard Operating Procedures (SOPs) are an essential component of the Volunteer Handbook
  - (3) I use the Volunteer Handbook SOPs to address questions and issues as they arise during my volunteer shift(s).
  - (4) I know exactly which duties I need to perform for my volunteer position before I come to the clinic.
  - (5) OSPs make me feel confident in my ability to perform my volunteer role for the HRC.
  - (6) The Volunteer Handbook SOPs optimize volunteer workflow to provide better care for patients.
  - (7) I feel more prepared for my volunteer shift(s) with the Volunteer Handbook available for my reference.
  - (8) I reference the Volunteer Handbook to review my duties before I arrive for my shift.
  - (9) The existence of the Volunteer Handbook makes me more likely to try out different positions at the Health Resource Center.
  - (10) The existence of the Volunteer Handbook makes me more likely to return to volunteer at the Health Resource Center.
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*All statements were accompanied with a five-point Likert scale, with one indicating "strongly disagree" and five indicating "strongly agree."*

## **Appendix D.** Health resource center volunteer survey statements

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### **Statements**

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- (1) The Volunteer Handbook contains all of the information a volunteer needs to successfully complete the duties of their position.
  - (2) I believe that Standard Operating Procedures (SOPs) are an essential component of the Volunteer Handbook.
  - (3) I use the Volunteer Handbook SOPs to address questions and issues as they arise during my volunteer shift(s).
  - (4) I know exactly which duties I need to perform for my volunteer position before I come to the clinic.
  - (5) SOPs make me feel confident in my ability to perform my volunteer role for the HRC.
  - (6) The Volunteer Handbook SOPs optimize volunteer workflow to provide better care for patients.
  - (7) I feel more prepared for my volunteer shift(s) with the Volunteer Handbook SOPs available for my reference.
  - (8) I reference the Volunteer Handbook to review my duties before I arrive for my shift.
  - (9) The existence of the Volunteer Handbook makes me more likely to try out different volunteering positions at the Health Resource Center.
  - (10) The existence of the Volunteer Handbook makes me more likely to return to volunteer at the Health Resource Center.
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*All statements were accompanied with a five-point Likert Scale, with one indicating "strongly disagree" and five indicating "strongly agree."*