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A Measure of Patient Satisfaction Amongst Individuals Experiencing Homelessness in an Inter-professional Student-Run Vision Clinic

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ABSTRACT: A Measure of Patient Satisfaction Amongst Individuals Experiencing Homelessness in an Inter-professional Student-Run Vision Clinic

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As of 2016, 85% of the homeless population within Michigan were covered under Medicaid health insurance. Despite insurance coverage, many depend on student-run free clinics to meet their health care needs, however, few clinics are available to provide specialty-based care. The Community Homeless Interprofessional Program (CHIP) student-run free vision clinic in Detroit, Michigan works to address vision care. With great emphasis on preventative optical care, student-run vision clinics have provided satisfactory preliminary screenings to the homeless population. The purpose of this study is to determine if pre-clinical year medical students appropriately address vision care needs of the homeless population, as reported by patients through the use of a patient satisfaction survey. Medical students provided free basic ophthalmic examinations to patients. Following each eye examination, an anonymous patient exit survey regarding the encounter is administered. The survey focused on the patient-student relationship and satisfaction with the deliverance of vision care and education. Survey results showed that 82% of patients within the clinic strongly agreed that they had learned how to improve their vision and 95% strongly agreed that they were provided with useful information (n=22). Medical students were able to effectively perform fundamental ophthalmic screenings, educate patients, and refer them to nearby ophthalmic providers. The overall high outcomes of patient satisfaction indicate the current delivery of care and education to patients has had a positive impact. Incorporating patient satisfaction surveys in student-run clinics can provide useful feedback to providers affecting a clinic's implementation and efficiency.