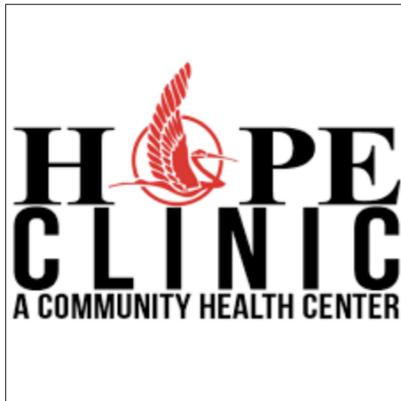


Sarah Kong

### Fall 2021 AURA Report: HOPE Clinic

This fall semester, I was supported by the AURA grant for my work and community service experience at HOPE Clinic. HOPE Clinic is a community health center that provides culturally and linguistically competent care to underserved communities. I volunteered in their main location in



HOPE Clinic is a federally qualified health center (FQHC), which provides primary care services to underserved communities.

Chinatown/Bellaire, where I helped make phone calls in the administrative department to speak with patients. My knowledge of Mandarin Chinese was helpful as a volunteer, when I spoke with patients on the phone. I effectively communicated with Chinese-speaking patients about clinic policies and translated their concerns to the administrative department. While calling patients, I also gained exposure to electronic health records (EHR) while working with eClinicalWorks and updating patient notes.

I also observed how HOPE Clinic was organized to deliver accessible healthcare to patients of lower socioeconomic status and/or those that have a language barrier to English. HOPE Clinic holds longer opening hours and is even open on Saturday, allowing for patients to come after working hours. They also offer walk-in appointments. The clinic also consciously hires employees that can speak Spanish, Mandarin, Vietnamese, Arabic, and more, both in the administrative department and in the clinic. These policies are part of an intersectional approach to providing inclusive healthcare access to patients regardless of their income, English proficiency, insurance coverage, and immigration status. They also recently opened their fourth location in East Aldine to provide accessible healthcare for the surrounding communities there.

Moreover, it was meaningful to see my academic interests be utilized in the healthcare setting. I previously researched health data collection for Asian Americans and health disparities in ASIA 495. Thus, it was exciting for me to be involved in an organization that focuses on providing healthcare in a culturally competent manner, a component important in reducing health disparities. After taking several Chinese classes at Rice, I was also able to use my Mandarin in the professional setting.

As an aspiring physician, volunteering helped improve my patient communication skills and gain exposure to serving patients. While calling patients over the phone, I learned how to effectively communicate messages in a clear and concise manner. I was also exposed to a diverse patient population, which which help me prepare to become a physician that is culturally competent and provide a better patient-physician relationship.

I am very grateful to the Chao Center as well as Mr. and Mrs. Harry Gee for their support. I will continue volunteering at HOPE Clinic throughout the spring semester and will expand to other community service projects.