



Help Desk, Duke Emergency Department

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Summer 2021 Enrichment



Background

Duke Help Desk is a student-run initiative that aims to address the social determinants of health. Founded initially to work closely with Lincoln Community Health Center, Help Desk broadened its scope to begin functioning within the Duke Emergency Department this summer, as well. By collecting demographic data and information on patient needs, volunteers are then able to follow-up with individuals in the following weeks to connect them with relevant resources in the broader Raleigh-Durham area. After completion of the onboarding training requirements, volunteers possess extensive knowledge of community resources, the referral process, and how to complete patient screening and follow-up calls.

Expectations

- Volunteers make calls at least twice per week (~1-4 hours total)
- Take comprehensive notes on patients in preparation for weekly case review (~30 minutes)
- Complete one shift each week in the Duke ED (~2 hours)
- Demonstrate knowledge of community resources broadly and be able to identify top service providers in each category of the social determinants of health

Objectives

- Address the social determinants of health
- Complete pre-screening assessments and follow-up calls with patients in the Duke Emergency Department



Takeaways

- Gained a considerable amount of patient engagement experience in an ED setting
- Became much more familiar with the community resources available to patients
- Increased comfortability contacting and interacting with patients
- Help Desk is an immensely fulfilling experience since volunteers are able to directly impact the lives and greater wellbeing of individuals, more generally

