

Screening Criteria

When we were screening which applicants we interview, we kept the following criteria in our mind.

Language

Whether or not the applicant is fluent in another Language. We favored applicants who were fluent in Spanish as most of the patients we call speak Spanish.

Passionate about SDoH and addressing health disparities

We favored applicants who demonstrated interest and familiarity with SDoH/health disparities.

Experience working with patients over the phone

Because volunteers will be calling patients, we looked for applicants who had previous experience working with patients over the phone.

Able to relate to our patients

Our partner site, Lincoln Community Health Center, serves patients who are predominantly racial and ethnic minority and/or are under the federal poverty level. We wanted to recruit volunteers who represent the population we serve.

Interview

During our virtual interview, we assessed the applicant's ability to communicate in a clear and concise manner, while also demonstrating empathy. For this we had the applicants do a mock call where they are helping a fellow student navigate to resources around campus. This helped us observe how well they are able to vary from the script depending on the patient's response and their communication ability.

We looked for the following skills during the mock call:

1. Are they able to navigate the script?
2. Are they able to improvise?
3. Are they able to respond to veering off the script?
4. Are they able to sound genuine and not robotic?
5. Do they sound emphatic?
6. Do they sound nice over the phone?
7. Are they respectful?
8. Are they patient with you?

