

## Primary care referral success at a student-run transitional care clinic

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### ABSTRACT

**Background:** Arbor Free Clinic (AFC) is a transitional care clinic in Redwood City run by Stanford University students. AFC aims to transition patients who face systemic barriers to affordable long-term healthcare, which is necessary for management of chronic conditions such as hypertension and diabetes. However, it is unknown how many patients referred to these primary care sites successfully established care.

**Methods:** We included all patients seen at AFC from June 2021-December 2022 who had a primary care provider (PCP) referral placed during their clinic visit (N=245). We summarized data from follow-up calls to patients 2-3 weeks after their initial appointment, including status of their PCP referral and any barriers faced.

**Results:** 25.3% of patients (N=62) successfully established long-term primary care, as measured by a scheduled appointment (15.5%) or registration with a PCP (9.8%). 13.5% of patients attempted to establish care but faced barriers. 13.5% were interested but had not yet contacted PCP; 8.6% were no longer interested in establishing primary care. 39.2% of patients were unable to be reached by follow-up call.

**Conclusions:** Most patients (58%, n=87/149 reached by follow-up) are unable to successfully connect with a PCP within three weeks of their AFC appointment. These findings elucidate a need for targeted interventions to reduce barriers for patients attempting to establish care and to motivate interested patients to contact their PCP. This report also demonstrates the value of placing follow-up calls to assess and improve the efficacy of transitional care provided by a student-run free clinic.