

How was the free clinic able to stay open during the pandemic?

00:05

The world fell apart, we got back here. And we were like, well, this is this is odd, but we'll just, we'll just continue on. And we had actually called upper level medical students to make sure they could come. And then you know, it came down, slam, everything's closed, the medical students are gone. So we were like, Ah, so it took us about two weeks of crying, and gnashing of teeth to go, this obviously is gonna be a long standing thing, and we have to have a plan. So because we had already started doing some telemedicine in, our Department of Family Medicine even before the pandemic, we were starting to come out with that we moved to telemedicine appointments within a week. I mean, it was a very quick process. And we started with zoom and then use some other softwares that do that also with HIPAA regulations. So I knew it could be done. And so we just got together virtually with the leadership team and said, Let's brainstorm this out.

How were some students still able to volunteer without being in the clinic?

01:09

It actually became kind of cool, because we were able to use medical students who weren't physically present in Lubbock. So we had people home with their families in Dallas, or they were on the Amarillo campus or the Permian Basin campus, all being able to zoom in and talk to patients through the telemedicine and help people.

How did you help patients without internet access?

01:32

I knew from my own experience at the at the department that a lot of people don't have smartphones, or they don't have computers or friends or family that have smartphones, or computers, or even if they

that aren't on the premises that are somewhere else because of the zoom. So they have been very gung ho to participate and are chomping at the bit to be able to see patients in the clinic in person, which we're hoping to do by the summertime if our Lubbock numbers stay good.

Has the response from patients been positive?

03:45

There's been some disappointments that we haven't been able to do the level of procedures that we've done in the past, basically, just not being able to, let's say there's a procedure that we would do or normally there'll be three or four people involved in, we just don't have the size that we would need to have that many people. And so we really need to have things more open up, to be able to do some of those procedures and to serve people in that way.