

**Appendix**

**A1: Representative Quotes for Qualitative Comparison between SRFC and Non-SRFC Themes**

	Representative Quotes for SRFC Student Volunteer’s Themes	Representative Quotes for Non-SRFC Student Themes
<p>Most Meaningful Clinical Encounter</p>	<p><i>Patient Progress:</i>            “The most impactful clinical encounter that I have experienced was working with a patient with knee pain. The team and I were effectively able to help her understand that she shouldn't avoid bending the knee if she wanted the pain to improve and she seemed happy when her knee began to feel better throughout the session.”</p> <p>“Seeing a medical patient for follow-up. She initially had very poorly managed diabetes. Upon her return to clinic, she had successfully integrated several recommendations into her daily routine, lost weight, and improved her self-management skills.”</p> <p><i>Direct Patient Encounters:</i>            “Staying until 10:30 PM to work on a patient that came at 8 PM. The sacrifice, commitment, and satisfaction when finished was a powerful reminder as to what the field is about.”</p> <p>“It was one of my patient's goals to be able to carry her daughter again after having surgery, and one of the provider's had their child with them in the clinic this day. Part of this patient's treatment was to carry the provider's child around the gym in order to simulate carrying her own child, and I could tell this was really impactful for the patient and made her happy to do.”</p>	<p><i>New Experiences:</i>            “I had the chance to do a doppler on a patient to find their dorsalis pedis and posterior tibial pulses. It was a good experience to do in clinic for the first time.”</p> <p><i>Meaningful Conversations:</i>            “Diabetes education for diabetic Filipino (sic) lady who did not understand guidelines as they were not applicable to her cultural diet. I helped her navigate this as a dietitian and saw objective improvements.”</p> <p><i>Previous Experiences:</i>            “I worked as a caregiver in an assisted living facility.”</p>

	<p>“Volunteering at the first in-person clinic day since pandemic.”</p>	
<p>Perception of Clinical Communication Skills Use</p>	<p><i>Confidence:</i>  “Felt good about my ability to use clinical communication skills. It was refreshing to be able to encounter real patients.”</p> <p>“I felt good.”</p> <p>“Confident!”</p> <p><i>Seeking Improvement:</i>  “I was not very confident beginning the encounter, forgetting to even introduce myself. As the encounter went on, I became more comfortable, but I definitely would like more practice.”</p>	<p><i>Confidence:</i>  “Excellent—I had learned about diabetes as a student and remembered what was confusing to me when I was first learning. I was able to translate the information back into a level a beginner would understand. I also understand navigating cultural differences well, which made communication easier.”</p> <p>“Pretty good.”</p> <p>“Felt confident.”</p> <p><i>Seeking Improvement:</i>  “I would say it it (sic) ok but I feel I need to practice more and be more confident in the clinical communication.”</p> <p>“I feel that I have good communication skills when it comes to just talking. If there is a motive behind the conversation, like getting certain information, I have a hard time focusing on what the patient is actually saying and instead am focused on what information I need to get. I think with more practice I will be better with communicating in a clinical setting.”</p>
<p>Influential Clinical Experiences on Confidence</p>	<p><i>Improved Communication Skills:</i>  “This single clinical experience did help me build a little confidence because it was the first time in medical school I'd been able to talk to an actual patient.”</p>	<p><i>Practice Develops Confidence:</i>  “I think these experiences have challenged me to rethink how I approach people, my communication style, how to pivot or steer a conversation, and how to hold bridging rather than breaking</p>

	<p>“It was a bit long ago to remember it specifically, but I consider it one of the steps I took to be the student I am today. It was an uncomfortable experience but since that time I've grown more knowledgeable and confident in my medical jargon and in patient interviews. So I've always viewed the ICC as a great opportunity to refine those skills.”</p> <p><i>Procedural Skills:</i>  “Yes - I think it helped me learn to structure interview and especially work in a telehealth setting.”</p>	<p>conversations. Always more to learn but hopefully that I am making progress in that journey.”</p> <p>“Having practiced as a dietitian helped me feel equipped to collaborate with other health professionals and confidently offer insight. Medicine requires a different knowledge base so there is still much to learn, but I am confident that I can function independently with patients.</p>
<p>Reflection on Additional Clinical Experiences</p>	<p><i>Previous Employment:</i>  “My first job in healthcare was as a patient transporter at University Hospital in Columbia, MO (part of Mizzou SOM). This was when I first started talking to patients and their families and developing my confidence speaking to strangers (often those who are hurting, nervous, or scared). I felt like my experience (although "lower" on the health care profession totem pole) (sic) truly prepared me substantially for my future.”</p> <p>“Scribing.”</p> <p><i>Previous Volunteering:</i>  “Outside of the SRFC, I have further developed my confidence through my clerkship this past summer and through several other clinics I have been a part of through the DPT program.”</p> <p>“I volunteered in the emergency room at my undergrad university hospital, which helped me build confidence speaking to family members of patients.”</p>	<p>N/A</p>

	<p><i>Previous Education:</i>          “My clinical rotation has also been very useful to developing my confidence.”</p>	
<p>Potential Benefits of Volunteering in a SRFC</p>	N/A	<p><i>Practice Makes Progress:</i>          “Practice!”</p> <p>“Practice and exposure are the best ways to get more confident.”</p> <p><i>Self-Awareness:</i>          “You can always get better at communication, and experience in a student run free clinic is an amazing space to become more self aware and conscious of how to have real two way conversations.”</p>

A2: Representative Quotes for Mixed Analysis between Groups

	Representative SRFC Student Volunteer Quote(s)	Representative Non-SRFC Student Quote(s)
<p>SRFC as a resourceful opportunity for clinical practice</p>	<p>“I strongly believe in patient education as an essential part of the encounter. Via Telehealth, I helped a patient understand the physiologic insult, consequences, and prognosis/expectations of their recent diabetes diagnosis in layman's terms.”</p> <p>“Watched the physician handle the encounter with grace and purposefulness, really made an impact on me on how you can tailor your communication to different patients according to need.”</p> <p>“Also, I am gaining experience on how to be resourceful within the clinic and think outside of the box if I don't have specific equipment.”</p> <p>“I worked with a young patient with history of thyroid cancer who could no longer afford to follow with her specialists. We were able to address a lot of concerns, alleviate some worries, learn the details of</p>	N/A

	management as a team, and come up with a plan moving forward for the patient including outside resources.”	
SRFC seen as different from other clinical experiences	<p>“As a student volunteer I got a lot of practice developing my own style for taking histories. I was also able to observe other people doing so, which influenced my own style. As a panel/board member I got a lot more practice with cultural humility and adapting to patients’ varying needs.”</p> <p>“I felt like the [SRFC] was a great opportunity to practice communication skills.”</p> <p>“It has allowed me to try things by myself or with another student, and if things don't work out, we get to learn from it and try new things with our patient.”</p> <p>“Provided an introduction to tailoring messages to different disciplines.”</p> <p>“Gave me more confidence in the procedures and mindset of what is expected of us in the future. It is an opportunity for us to practice clinical skills and reasoning outside of the classroom which is invaluable.”</p>	N/A
SRFC as a safe space to learn during clinical practice	N/A	<p>“Practice makes perfect. It would serve as a safe space to practice important skills.”</p> <p>“Practice leads to improvement which leads to confidence.”</p>