



HOLA: Hispanic Outreach and Language Assistance at UNC School of Dentistry

2016-17 NC Albert Schweitzer Fellows
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PROJECT GOALS

The Fellows aimed to address the Spanish language barrier by interpreting as well as organizing volunteer medical interpreter students from Durham Technical Community College. The interpreters will help establish communicative relationships between the dental students and their Spanish speaking patients during dental visits.



SERVICES PROVIDED

- Surveys were used to evaluate the patient satisfaction and wait time for interpreters at every dental appointment.
- Our goal to reduce wait time to less than 15 minutes was achieved. 90.9% of dental students reported no wait, while 9.1% of students reported waiting less than 15 minutes.
- Online training modules provided oral health and dental terminology training for the Durham Tech interpreter students.
- Each dental student requesting interpretation services was assigned an interpreter who would remain with the patient for the entire duration of their dental appointment (3 hrs).

RESULTS



Overall Population served:

- 70 Spanish speaking patients received interpretation services during their entire dental visits
- 2 classes (160 DDS students) participated and had access to HOLA interpreters.
- 55 DDS students used HOLA interpreters during their dental appointments
- 13 Durham Technical Community College students, volunteered to interpret at the UNC dental clinics

SUSTAINABILITY

- HOLA will be sustained at the UNC Chapel Hill School of Dentistry by the Hispanic Dental Association (HDA.)
- Two 3rd year dental students, Meghan Valdes and Sarah Spaltenstein, from the executive board of HDA will be the new program directors of HOLA and will be continuing HOLA in the fall semester (August 2017)
- The Schweitzer Fellowship will provide \$1,000 in sustainability funding to be used for orientation sessions for the new interpreters and a thank you dinner for the volunteer interpreters at the end of the academic year.

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