

## **Supplemental materials for**

Reget K, Ali S, Pratt R, Harper PG. The impact of COVID-19 proactive outreach with Somali seniors. *Ann Fam Med*. 2021;19(2):179-179.

## **AFFILIATIONS:**

University of Minnesota, Program in Health Disparities Research and MHealth Fairview

## **REFERENCES:**

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## TABLES:

Table 1

*Content of calls as reported by Somali speaking phone provider*

Content Discussed in Phone Call	Number of Phone Calls	Example
Expressing no COVID-18 symptoms	43	<i>"Patient stated that they has none of COVID-19 symptoms"</i>
Providing information that the Clinic is open	23	<i>"Patient didn't know the clinic was open and were informed of its opening"</i>
No discussion	21	No example provided
Awareness of COVID-19	15	<i>"A family member was exposed to it, had been tested" or "has heard of COVID-19 from family and friends"</i>
Spoke to a family member	15	<i>"Family member answered the phone"</i>
Requested a prescription refill/Spoke about prescriptions	17	<i>"patient needed refills on their medication"</i>
Had a COVID-19 test	4	<i>"Patient had a COVID-19 test"</i>
Further translation needed	3	<i>"Communication with patient was difficult, need further translation"</i>
No longer patient at clinic	3	<i>"Patient moved out of state"</i>

Table 2  
*Response to Outreach Program*

Response options	n	Feedback
Yes	59	<i>"I learned some things about COVID-19 symptoms and preventions that I haven't heard from people or watched on Somali TV before."</i> <i>"Receiving a call from Smiley's made me feel that they care enough to check on their patient."</i>
No	22	<i>"Too much of a time commitment"</i> <i>"Family members already keeping them informed"</i>
Unsure	30	<i>"maybe benefit, but already receiving lots of education about COVID-19"</i>

*Note:* Responses were taken in Somali language and translated to English by Somali speaking provider