



### Clinical Services



We are sending 3 staff to **NCCHA** to learn more about college health. They are very excited.



### Lab/X-Ray



Lab welcomed a new PRN employee **David Crockett** who began Wednesday, October 28th.



### Physical Therapy and Sports Medicine



**Dabney** and her PT Intern, **Patrick**, recently spoke to the **Kinesiology 253** class about Physical Therapy. Students learned about the profession and then practiced "PT skills" on fellow classmates for a more hands-on experience.



### Pharmacy

Pharmacy has a new PharmD candidate with them from **Creighton University**. He will be with us for 5 weeks!



### Communications



Communications is working on **SHAC Mock Clinic** and **SHAC Outreach** projects with our student group.



### Quality Improvement

**Penni McKinley**, former quality improvement coordinator, is assisting in preparing for **AAAHC** accreditation.



### Administration



**Sara Parris**, Assistant Director of Administrative Services, attended the **Big 12 Student Health Centers conference** and has many ideas to share with the team.



### Health Information Management

The HIM suite underwent **renovation**. The new design allows HIM staff more privacy in their conversations with patients.



specializing in

## students: DemandForce

**"It saves so much time, and we are seeing less missed appointments since implementing the system."**

— *Laura Knowles, nursing manager*

In today's world, students use text messaging and email to connect and communicate because they are fast, efficient and readily available on their mobile devices.

Since its launch in late 2013, the text system that sends students a text when their prescription is ready to be picked up has sent **over 10,000 texts** with exceptional feedback from student.

"They love it," said **Greg Yeakel**, chief staff pharmacist at Student Health. "It's quicker than a phone call, and students like quick!"

In an effort to decrease the number of appointments that students were forgetting, Student Health started exploring its second electronic communication system called **DemandForce**, an automated patient communication system.

After over a year of research, trial and focus groups, DemandForce's email communication system went live in **April 2014**. The system pulls appointment data for patients each night from our electronic medical record system and then sends an email reminders to patients about their upcoming appointments.

After another year of planning and testing, the second phase of DemandForce's communication system, text reminders, went live in **October** of this year. The text reminders kick in if a student does not respond to the email reminder.

**Dominic Noll**, systems analyst for Student Health, worked in conjunction with DemandForce to set up the platform. "It took some initial work to get it integrated into our current systems," he said, "But once we had it set up, it's pretty slick."

DemandForce allows us to customize the frequency and type of messages that the students are receiving. With our **Student Health Advisory Committee's** input, we set up the system to send the following reminders:

- 1. Appointment confirmation email: 5 days before appointment**
- 2. Appointment confirmation text: 1 day before appointment**
- 3. Day-of appointment reminder text: 2 hours prior to appointment**



In addition, staff are able to use the system to text students as needed in regards to their health care, with questions, to check in on a particular symptom, etc. We can also use the system to send mass information such as **flu shot reminders** or critical information that would need to be distributed in a public health crisis.

"The system is working great so far," said **Laura Knowles**, nursing manager for Student Health. "It saves so much time, and we are seeing less missed appointments since implementing the system."