



Clinical Services

In-Person Nurse Visits **Phone Triage Calls**
449* **808***

Assisting students who may not need to visit a provider but still need personalized attention and care. Students can call 24/7 for free advice from a registered nurse.

*Sept. 1 - Oct. 28, 2013.



Lab/X-Ray

Our September was literally off the charts for lab patients with approximately 200 more patients and 600 more lab orders than our previous high September

4775 LAB ORDERS



Pharmacy

The Pharmacy acts as our **walk-in flu vaccination** clinic.

Flu Vaccinations Given in October **Vaccinations This Semester***
533 **698**

Drake pharmacy students doing rotations at Student Health have been a huge help in making this happen!

*Through November 1, 2013.



Physical Therapy

September was the busiest September in over 4 years.



Communications

Working with Mary Greeley Medical Center and McFarland Clinic to promote the Pink Glove Dance Video competition. We are in third place nationally!

cyclonehealth.org/pinkglovedance



Prevention Services

First time doing promoted Facebook posts. Promoted the "Who Are You" bystander intervention video from New Zealand via Facebook getting the **106 views** for the video.



Administration

Currently receiving a **13.6% return** on patient satisfaction surveys. This is up from last year's 7.9% return.



Health Information Management

21,593 Lines of Dictation Typed in October



specializing in
students:



The Student Health Advisory Committee (SHAC) bridges communication between the health center and the ISU student community. SHAC meets regularly with three Student Health advisors and works to engage our campus partners and foster conversations about health among students.

PURPOSE OF SHAC:

- **To act as a liaison between the ISU student community and Student Health**
- **To engage campus partners and fellow students and foster conversations about health**
- **To obtain and provide student opinion concerning their healthcare**
- **To take an active part in promoting health services to Iowa State University students**

Mock Clinic Night

Once a year, students have a chance to interact and network with our the healthcare providers from various areas of Student Health. Physicians, nurse practitioners, physical therapists, pharmacists and nurses are available to talk with students about their professions and their paths in getting to where they are today.

The night begins with dinner and conversation with the healthcare providers. Dinner leads into observing mock demonstrations, similar to a shadowing experience, based upon each student's interest area.

I never actually knew what pharmacists did; I just thought they counted pills behind counters all day. What I learned is that pharmacy is mostly about patient care. I think pharmacy is a great way to put science into practice.

— Caitlin Grudzinski,
Sophomore in Biology (AGLS)

SHAC Outreach

Twice per semester, SHAC invites campus partners and student leaders to engage in a conversation about relevant health topics and Student Health updates. These meetings are held on campus and are open to anyone interested in the topics. Their purpose is to foster communication between Student Health and the Iowa State community.

If you'd like to be added to the email invitation list for SHAC Outreach events, email [Samantha Boyd](mailto:samantha.boyd@iastate.edu) at sboyd@iastate.edu.



Dr. Fritzsche gave a mock scenario at SHAC Mock Clinic 2013