



Clinical Services

Student Health is the only college health participant in the **State of Iowa flu surveillance program** through the IDPH. Our voluntary participation helps track State flu trends.



Lab/X-Ray

X-Ray has begun testing **Fax Manager** inside the NextGen program to send faxes to the **McFarland Radiology group**. This will be **greener and more efficient** than printing a paper copy and going to the fax machine to manually send faxes.



Physical Therapy

Two to three interns from affiliating PT or PT assistant schools are hosted by PT annually. Internships usually vary from 2 – 6 weeks on a full time basis. Hosting interns keeps our therapists' skills up-to-date and allows us to help educate Iowa's students.



Pharmacy

Approximately **180 over-the-counter products** are sold in the pharmacy. We can order almost anything for **next-day delivery**.



Communications



Student Health employees played in the 2nd Annual **Ames Trivia Night**, a fundraiser for the **Story County National Alliance on Mental Illness**.



Prevention Services

Brian Vanderheyden, Prevention Specialist, is working on the **SVPSA Wellness Task Force** to help develop recommendations for the division.



Administration



A team from Admin, IT, Communications and Clinical Services is working to simplify the **online immunization submission system** that students use to upload their immunization requirements.



Health Information Management

HIM is celebrating **Health Information Professionals Week this week!**

specializing in **students:** HIM



Marlene Callahan
HIM Supervisor

It's Health Information Professionals week, so we're celebrating our Health Information Management (HIM) Staff.

The HIM staff is actually a group of three different divisions working together to keep our students' medical records and billing information up-to-date.

Medical Records



Medical Records unit is responsible for all incoming and outgoing medical records. Medical Records helps obtain medical records from the patient's hometown or primary care provider (PCP), clinics and pharmacies and digitally scans them into the e-chart so that the information is available for their Student Health provider to review. This team scans more than **100,000 pages of records every year**.

They also coordinate sending records to keep the hometown PCP informed about the treatment the patient received while attending ISU. Managing the exchange of information between providers plays an important role in ensuring the patient receives the best possible treatment. Medical Records also helps graduating students transfer their medical record in order to get established with a new provider.

Transcription

The Transcription staff transcribes digital voice files from the providers to include specific and detailed information in a patient's chart. Our two transcriptionists have almost **50 years of medical transcription experience** between the two of them. In an average year, they transcribe well over **189,000 lines** of transcription.

Billing Services



The Billing group is responsible for ensuring accurate medical coding and billing to the patients' insurance companies for services provided. The primary goal is to help the patients maximize their insurance benefits, so they can keep their out of pocket costs to a minimum. The billing office submits an average of **10,000 transactions every month** to insurance companies.

Part of their job is to educate patients about the medical insurance system, explain health insurance terminology, and help patients understand what it all means in relation to them.

At Your Service

Our HIM Lobby Desk handles questions about insurance plans, charges on the Ubill, cost of services and requests for records. It's a **one-stop shop** for all things HIM related.

"Every day is a new day and brings something different for our staff. Our favorite part is the opportunity to interact with students."

—Marlene Callahan
HIM supervisor