



Clinical Services

Nursing Week is May 6-12! Currently the nursing staffing consists of: 1 nursing supervisor with **25 years of experience**, 7 RNs, 3 LPNs, and 12 CMAs – totaling somewhere over **480+ years of health care experience!**



Lab/X-Ray

Janelle Bulver attended **ASCLS and CMLA State Lab Meeting** in Cedar Rapids. **Lynn Koenig** attended the **Iowa Society of Radiologic Technologists Conference** in Cedar Rapids.



Physical Therapy

The PT staff attended the **Iowa PT Association** meeting in Ames. **Dabney** had the opportunity to learn from one of the pioneers in physical therapy, **Shirley Sahrman**, on the evaluation and treatment of **hip and lumbar spine disorders**.



Pharmacy

Prescription volume was UP 14.3% in April from last year and **UP 26.5%** over 2 years ago.

1000+ MORE RX filled in the PAST 2 YEARS



Communications

Samantha Boyd will be assisting the Registrar's Office with the **live tweet feed during commencement**. Follow graduation at tagboard.com/cyclONEgrad #cyclONEgrad



Prevention Services

Brian Vanderheyden has been serving on the **Story County Prevention Policy Board** and attended the **Risky Business Conference**, coordinated by Youth and Shelter Services, on April 22nd.



Administration

We are hiring **8 new student workers** for the summer bringing the total number of student workers at Student Health to 17.



Health Information Management

Elizabeth Dubert attended the **ICD-10 diagnosis coding bootcamp** sponsored by the **American Association of Professional Coders (AAPC)**. All coders in the HIM Department have now completed their ICD-10 training in preparation for implementation of the ICD-10 requirements.



specializing in **students:** Self-Check-In Kiosks

"We saw a need to improve the student check-in experience, and we acted."

—Michelle Hendricks, Student Health Director

Did you know that Student Health was the **first medical clinic in Iowa** using student ID cards for patient self-check-in kiosks? The two kiosks have been in use for students checking into their appointments since 2012 and have been successful in helping students register more quickly.

"We saw a need to improve the student check-in experience, and we acted," said **Michelle Hendricks, director of Student Health**. "Our goal was to keep students in class. If a speedier check-in helps that happen, then that's what we wanted to provide."



The average time to check-in using the system is **60.7 seconds**. The check-in process for a student includes scanning his or her student ID card to verify identity and appointment. After scanning their IDs, students are prompted to verify their insurance information and authorize their treatment. The electronic system automatically lets the nurses know that their patient is ready to be seen.

"Using the kiosks for check in not only speeds up a student's visit, but it also helps cut down on medical fraud," said **Gail Miller, business office manager at Student Health** and the kiosk project leader.

Approximately **3300 students** check-in for a visit each month at Student Health. **Anne Long, Student Health IT systems analyst**, tracks the data for the health center. Since their installation, the kiosks have seen more and more use. In April, **41% of our patients** used the kiosks to self-check-in.

**April
self-check-ins**



**41%
of patients**

The kiosks integrate with NextGen, the practice management software used by Student Health. Practice management systems manage the day-to-day operations of a medical practice including scheduling and patient billing. Students



must have a scheduled appointment to check-in using the kiosks.

The kiosks do not eliminate the need for in-person check-ins; however, the **patient services staff** now has more time to answer patient questions, help direct insurance questions, issue parking passes and assist guiding students where they need to go.