



### Clinical Services

Due to increased volume, our clinical services department is working on getting an **emergency hire RN** to help with **telephone triage**.



### Lab/X-Ray

X-ray is seeing **outstanding turn around times** with an average time for receiving the final radiologist report to be about 2 hours.



### Physical Therapy

Many students return from break and start Physical Therapy for a **post-surgical condition**, such as a shoulder or knee reconstructive surgery.



### Pharmacy

In one year, the number of reminder texts that pharmacy sent out **jumped from 279 to 836** for one month.



### Communications

Through recent Facebook promotions, Student Health **gained over 50 new page fans!**



### Prevention Services



**Brian and Paul**, from our Prevention Services team, **trained CAs** last week on **high risk drinking prevention** and their role in making ISU a **#saferstate!**



### Administration

Student Health worked extensively with the **Critical Incident Response Team** to prepare educational materials on **flu prevention** for students arriving back from break.



### Health Information Management

The **document scanning** section of HIM had a **26% increase** in the number of pages scanned from December 2013 to December 2014.



## specializing in **students:** *Pharmacy*



Among the many resources Student Health has to offer, one of the most convenient is an **on-site pharmacy**. Our pharmacy is staffed with excellent pharmacists who not only excel in the pharmacy, but also excel in educating pharmacy students from across Iowa.

Student Health has been staffed with **45 pharmacy students** since 2006. These pharmacy students are in their last year of pharmacy school at the **University of Iowa, Drake University, or Creighton University**. The students are required to have eight, 5-week rotations in order to graduate with a PharmD degree.

At the end of each student's rotation here at Student Health, they are required to fill out a survey. The survey includes questions such as, "The preceptor served as a role model for a pharmacist practicing in this practice setting." For each question, the preceptor is scored on a 0-5 scale on how well they perform.

Chief pharmacist, **Greg Yeakel**, is the main preceptor for these pharmacy students. He, and the other pharmacists at Student Health have been receiving outstanding results from these student surveys. They have been receiving 4's and 5's on almost all of the survey questions. Some students even elaborate on their questions to give additional feedback. One student from Drake University made several comments about Greg and the rest of the pharmacy staff saying, "As a preceptor and mentor, he (Greg) encouraged me to think beyond the prescription bottles I held in my hand and encouraged me to consider patients' overall health status."

Another student from Creighton University commented, "In addition to my primary preceptor, the other pharmacists: Usha, Todd, and Pooja were excellent resources who helped me with counseling students, how to handle difficult situations, as well as where to go for resources when needed."



**"As a preceptor and mentor, he (Greg) encouraged me to think beyond the prescription bottles I held in my hand and encouraged me to consider patients' overall health status."**

**—Pharmacy Graduate Student**

Throughout each report of the pharmacy, it was clear that students felt strongly about the type of pharmacy that is run here at Student Health. "These students keep us current and smart, we also benefit just as much as they do from being here, as they bring in valuable new information," says Greg.