



### Clinical Services

**International student health screenings** will be held **January 5-8**. We're expecting approximately **300 students** to be screened. Appointments will be held at **Beyer Hall** with lab draws done here in the clinic.



### Lab/X-Ray

Lab and X-Ray has had **preventative maintenance visits** by the field service engineers. These visits keep the equipment functioning at their best and reduce downtimes so staff can provide **consistent turn around times** for the students.



### Physical Therapy

Physical Therapy will have **Megan Sorensen** as a **Doctor of Physical Therapy student intern** from **January 5th through February 27th**.



### Pharmacy

**David Quach**, a **University of Iowa pharmacy student**, is working in the pharmacy on a **3 week rotation** as part of his experiential education.



### Communications

Communications is working with **Prevention Services** and the **Department of Residence** on an **"It's On Us"** campaign.



### Prevention Services

**Brian Vanderheyden** is coordinating the **EverFi Alcohol Diagnostic Inventory** with campus and community partners.



### Administration

An **audit on patient visit reports** was completed on **December 29, 2014**.



### Health Information Management

The billing team recently implemented the **Electronic Remittance Device**, which allows them to electronically post large batches of payments instead of posting manual payments.



## specializing in **students:** *Patient Satisfaction Survey*

Student Health is working with the **American College Health Association** to conduct a survey that gauges patient satisfaction and provides insight into the quality and performance of our health service. Administering patient satisfaction assessment requires the whole team at Student Health to work together to make it successful.

Traditionally, the survey is given once per semester. The assessment benefits Student Health immensely. It allows us to track performance over time by comparing survey periods to see if we are meeting our goals and improving. In addition, it allows us to compare results with other institutions nationwide.

The tentative start date for this semester's survey is **January 20th** and will run for an eight week period. Our goal is to have a sample size of **500 patients** complete the survey. The survey completion rate is 15-20% of all of those who receive the email, which will be sent to all patients seen in the eight-week period. **Samantha Boyd**, communication specialist and interim HR liaison, and her student assistant, **Breanna Meier**, will be coordinating the survey.

Watch  
your  
inbox  
for a  
**Student Health**  
survey

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We have set up an incentive to try to get students to complete the survey. Every student who completes the survey will be put into a chance to **win a \$20 gift card of their choice**. There will be a winner randomly chosen each week.

In addition, **posters** will be hung around the clinic, and the clinical staff will be passing out **reminder notes** to students as they leave their appointments. We will also post multiple reminders on all of our **social media** channels.