



Clinical Services



It's **CMA Week**. Student Health employs **12 CMAs!**



Lab/X-Ray



Radiology equipment was recertified by the **Iowa State Bureau of Radiological Health**, as well as, inspected by ISU Environmental Health and Safety.



Physical Therapy

Physical Therapy currently has a full time intern, **AJ Christenson**, from the PT assistant program at **Clarkson College** in Omaha.



AJ Christenson



Pharmacy



Pharmacy administered **72 influenza vaccines** in **one day** last week with help from Drake pharmacy students, staff pharmacists, and the allergy clinic nurse.



Communications



Samantha Boyd was awarded the **Iowa State University Professional & Scientific Outstanding New Professional Award** on September 22.



Prevention Services

The **Healthiest Ames Committee** brought **Mark Fenton** to Ames on October 2nd. He is a public health, planning, and transportation consultant for more active and livable cities.



Administration



Student Health celebrated **Homecoming** with a **staff potluck!** Go Cyclones!



Health Information Management

September 2014 had **1,480 claims** compared to September 2013 having **1,120 claims**. This represents a **32% increase** in the number of claims submitted!

1,120
CLAIMS
SEPT. '13

1,480
CLAIMS
SEPT. '14

specializing in
students:

Resource Nurse



Student Health has a wide range of resources that are available to students. Among these is having the convenience to call a **registered nurse** for medical questions.

Student Health provides **free, 24-7 medical advice** over the phone.

Student can call **515-294-5801** and a registered nurse will help them decide whether they need to be seen by a provider or help answer any questions they may have regarding their health.

Lois Smith is our primary resource nurse here at the Student Health. She is also the **mental health care coordinator**. As care coordinator, Lois tracks students who are having depression and/or anxiety, ADHD and other mental health concerns. Our calls help them stay on track with medication refills and gives the providers more regular updates on their patients. This service helps save

appointment slots for sick students each day, but also gives more personalized attention to patients with mental health conditions.



Callback Time:
1-2 Hrs

When Lois is on a call, the other RNs on staff answer the resource nurse calls. With the rise in demand, the entire nursing staff has been pitching in to help answer calls. **Every patient** call gets a call back **within an average of 1-2 hours**, which is unique to Student Health.

The resource nurse receives a variety of calls from cold symptoms to chronic health problems. She uses the **Triage Protocol** to either instruct the patient on how to do at-home care or schedule the patient for an appointment based on how urgent their health concern may be.

Another unique fact about calling a resource nurse is that each call is **overseen by a doctor** to make sure the resource nurse made the right call on whether to have the patient come in or just do at-home care.

Student Health receives
150-170
calls for a resource
nurse every day!



Lois says she is preparing for this **coming flu season** that is right around the corner, as she

currently receives 20-30 calls per day, and is expecting that number to increase. As a whole, Student Health receives **150-170 calls a day** where any registered nurse may answer, give advice and possibly schedule an appointment.