



Clinical Services

October 20-24 was Certified Medical Assistants Week. We have 9 CMAs currently on staff, including two new team members:

Jennifer Titus
Shawna Guthrie



Lab/X-Ray

Did you know that we cooperate with many students' hometown providers? In November the Lab sent over **70 faxes** in an effort to coordinate care.

Radiology Week was celebrated Nov. 3-9



Pharmacy

On November 19, Pharmacy broke a record for number of prescriptions filled in **ONE DAY** with **333**.

That's an average of 1 PATIENT EVERY 1.6 MINUTES in a 9-hour day!



Physical Therapy

Remember, with the onset of winter snow and ice, be careful walking outside! PT usually sees a variety of bruises, fractures and even surgeries when people fall on the ice.



Communications

We recently claimed our Google Places spot online, which will help students obtain better online information about our location, hours and services.



Prevention Services

PS Manager, Lauri Dusselier, presented an update of progress on the 2004 Task Force Recommendations to the VEISHEA Advisory Committee.



Administration

Patient satisfaction survey period ended Nov. 27. Survey sent to just over 4,400 patients that were seen over the past eight weeks, and we are running at a **16% return rate**.

↑ 50% from last survey's return rate



Health Information Management

The Billing Office entered 15,474 transactions in November 2013 compared to 8,200 in November 2012.



specializing in **students:**

Partnering with Our Community



Student Health teamed up with William R. Bliss Cancer Center, a service of Mary Greeley Medical Center and McFarland Clinic to create a Pink Glove Dance video this October.

The video competition, which was part of a national effort to raise breast cancer awareness, features members of the Cyclones football team, ISU Colleges Against Cancer students, MGMC and McFarland Clinic staff, a local cancer survivor, the Ames High School cheerleaders and hundreds of community members.

On November 15, 2013, it was announced that our video won third place in the national competition. For winning third place, we received a \$5,000 prize to be donated to the breast cancer charity of our choice. We selected the American Cancer Society, which is currently funding 11 research grants in Iowa alone.

In addition, we won second place place in a sub-contest for videos that included schools in their submission. With both Iowa State and Ames High included, we won \$750, which will be donated to Colleges Against Cancer and Ames High School nurses.

To watch our Pink Glove Dance video, visit CycloneHealth.org/PinkGloveDance