



**Clinical Services**

We have seen a steady rise in upper respiratory infections (URI) over the past 6 weeks:

**Last week 10% of our patient visits were for an acute URI.**

**REMEMBER!**

**Hand washing is the #1 WAY to prevent viral illness!**



**Communications**

We submitted three marketing pieces to be considered for the University's **Outstanding Marketing Practices Award**.



**Prevention Services**

Completed their first round of **"drop in" calls** for hall directors in an effort to build lasting relationships with the Department of Residence staff.



**Administration**

Working with a certified NextGen consultant to conduct **extensive review of all billing systems** and are developing a plan to implement efficiencies.



**Health Information Management**

Our two transcriptionists, **Teri** and **Nancy**, typed 13,235 lines of dictation in December 2013:

**Lines of Dictation**  
December 2013

**13,235**

**Lines of Dictation**  
December 2012

**10,833**



**Lab/X-Ray**

X-Ray began tracking turnaround time for their reports. The conversion to digital x-ray and the use of faxing has shortened the time from **days** to **hours**.



**Physical Therapy**

PT has cared for **17 post-op ACL patients** and **23 ankle sprains** so far this school year.



**Pharmacy**

As of January 2014, the **Iowa TakeAway** medication disposal program, in which our pharmacy participates, surpassed the mark of **75,000 POUNDS** of properly disposed prescription and over-the-counter drugs.

specializing in  
**students:**  
*Laboratory*



*Rita Stumpf*  
Diagnostic Services  
Supervisor



The Student Health laboratory plays an important role in the care of students on campus. Their role is to assist the clinicians in diagnosing and treating disease. The lab processes about **180,000 lab tests each year** and do about **6800 venipunctures** on roughly **9800 lab patients**.

Our lab prides itself on making a student's lab drawing experience as comfortable as possible. To make the experience easier for students, we

have reclining chairs, juice, crackers and friendly staff that allow students to take the time they need to prepare.

The lab works closely with many other campus partners outside of the clinic and also IDPH (Iowa Department of Public Health) and the CDC (Centers for Disease Control and Prevention) and houses six staff members (3 FT and 3PT) with **135 years of experience** in hospitals, clinics and emergency rooms.

**Lab Fun Facts**



We are an **influenza surveillance site** for IDPH and CDC; this helps determine the composition of next year's flu vaccine.

Senior vet med students come to the lab to get their **rabies titer**, which helps ensure they have adequate protection against rabies before they begin their professional careers.



**ISU's Entomology Department**

uses our couriers to ship their West Nile and Lyme's Surveillance samples (*Chicken blood, ticks and mosquitoes for those who really want to know*).



The lab runs all tests for the **International Screening Clinic** where students from hi-risk countries are tested for tuberculosis and other infectious disease.

Our providers can co-manage testing with hometown or outside providers. The lab will draw and report the testing to both providers. We have over **600 faxing locations** set up in our lab fax server and would be happy to add more!

**CILA Inspection**

*In August, the lab passed another CLIA (Clinical Laboratory Improvement Amendments) inspection with*



Our main chemistry instrument is a dry slide technology that is very "green."

It does not require any water or wet chemicals so **we do not create liquid hazardous waste**. We do over **15 chemistry tests** here at student health with many of these being available to the provider within 35-45 minutes.

The most common test that is sent out for testing is a Chlamydia/GC test. We send out about **1500 tests a year** and the results are usually back overnight.



The most common test we do in house is the CBC or Complete

Blood Count. We do **over 4000** of these orders a year and our typical turnaround time (collection to report) is 7-8 minutes. The CBC order includes checking your total white count to look for infection, your hemoglobin level to look for anemia, your platelet level to look for bruising disorders and several other tests.

We process about **180,000 lab tests each year** and do about **6800 venipunctures a year** on roughly **9800 lab patients**. (*Some only have urine tests so no blood is drawn*).

**Want to Know More?**

**0 DEFICIENCIES!**  
*This is the 2ND YEAR IN A ROW that our lab has achieved this rare level of success!*