



**Clinical Services**

The addition of **two more self-check-in kiosks** (for a total of four) has increased patient self-check-in to **82%**!



**Lab/X-Ray**

Lab and X-Ray **Quality Improvement Chart Audits** were reviewed by the **Clinical Services Managers Committee** this past month to look for trends and opportunities for improvements to our service to students.



**Physical Therapy**

For 12 years **Jim Nespor, PT**, has taught the **Modalities** course to our ISU Athletic Training majors, several of which help out in the PT clinic.



**Communications**

**CycloneHealth.org** reached **over 10K visits per month** this summer with 14,222 visits in July and 12,143 visits in August. The average amount of time on the site is 2:03.



**Pharmacy**

Pharmacy has been very busy **transferring prescriptions** into the pharmacy as students settle in.



**Prevention Services**

Part 2 of **AlcoholEdu** will be open Sept. 15 - Oct. 3. Part 2 repeats a survey completed by students in Part 1 before they arrived on campus. We're able to gather valuable information by comparing pre-college to on-campus behaviors.



**Administration**

**Michelle Hendricks** retired from Iowa State. Her last day was September 15.



*Michelle Hendricks*



**Health Information Management**

Fiscal year end 2014 saw a **30% increase** in the number of claims submitted as compared to FY13. There was also an **18% increase** in the number of records released in FY14 as compared to FY13. The increased volume is directly related to the increased enrollment.



specializing in  
**students: George,**  
*The Scattergram Plot*

A **complete blood count (CBC)** is a blood test used to evaluate your overall health and detect a wide range of disorders, including anemia, infection and allergies.

A complete blood count test measures several components and features of your blood, including:

- Red blood cells, which carry oxygen
- White blood cells, which fight infection
- Hemoglobin, the oxygen-carrying protein in red blood cells
- Hematocrit, the proportion of red blood cells to the fluid component, or plasma, in your blood
- Platelets, which help with blood clotting

Abnormal increases or decreases in cell counts as revealed in a complete blood count may indicate that you have an underlying medical condition that calls for further evaluation.

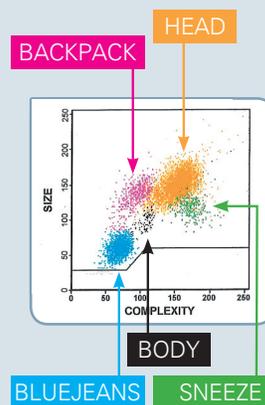
CBC is Student Health laboratory's most ordered in-house test. We do **over 4,000 CBC tests a year** using a laser machine that can do a five part differential to check for indications of viral or bacterial infection in **less than 10 minutes**.

The product of the test is called a scattergram plot. And the lab techs at Student Health call that plot "George."

When George's head is big (neutrophils) he has an infection; when his jeans and backpack are sagging (lymphs and monos) he may have mono; when he is sneezing (eosinophils) his allergies are acting up.

**Can you diagnose George?**

Using the key below, see if you can correctly diagnose George.



- a. \_\_\_\_\_  
 b. \_\_\_\_\_  
 c. \_\_\_\_\_

