



Clinical Services



Marie Burrows

Marie Burrows, ARNP, joined the medical staff. She recently graduated from Clarkson College with her master's degree in nursing.



Lab/X-Ray

X-Ray is currently assisting in **obtaining chest x-rays** on those **international health screening patients** whose TB blood test results indicated the need for more follow-up.



Physical Therapy



Lots of students are beginning their **post-operative care**, as students usually have surgeries just before they return to school.



Pharmacy

Flu vaccines are here! Both the shot and mist are quadravalent, meaning they protect against **four strains** of flu.



Communications

PT has a **new hashtag** to categorize their social media posts. Use **#StrongerState** when referring to your excellent PT care!



Prevention Services



Prevention Services and **ACCESS staff** facilitated a 6-hour **bystander intervention training** for sexual misconduct prevention for 27 Residence Life apartment CA's on Aug. 6-7th. In addition, they facilitated a one-hour bystander intervention training for all ~200 CA's on Aug. 12th.



Administration

In conjunction with ISU Dining and Rec Services, Student Health launched the **#ISUHealthySelfie** campaign. Tagboard.com/ISUHealthySelfie



Health Information Management

The **HIM Customer Service Desk** has moved. Check it out:



specializing in **students:** HIM Customer Service Desk



The Health Information Management (HIM) **Customer Service Desk** in the Student Health lobby has moved. HIM Customer Service Desk is now one of the first stations you see when you arrive at Student Health.

The HIM lobby desk is a **one-stop-shop** for all things related to billing, insurance and medical records. **Kim Wyatt**, who staffs

that station, has a wealth of experience at Student Health and has served in many positions including medical records, billing/insurance, scheduling and medical transcription. That makes her the ideal person to be the front-line customer service rep for the HIM department.

Students can get assistance with many issues at the desk, including:

- prescription payments
- completing the release of information form so that their medical records can be transferred in or out of the clinic
- questions regarding billing and insurance



Assisting students with their billing and insurance questions is an important part of **helping students** become educated healthcare consumers. The most common questions are how much does a specific service cost, is that service covered by insurance, and what the terms "deductible" and "copay" mean.

Kim goes the extra mile when providing customer service

– she even helps patients decipher statements that they've gotten from other clinics. No two days are ever the same at the HIM Customer Service Desk because of the variety of questions she handles.

The customer service Kim provides is an invaluable asset to our patients and to the HIM department. She's always patient and **always has a smile**, no matter how hectic things get.