WELCOME

In support of the University of Northern Iowa and the Division of Student Affairs, the Student Health Clinic’s goal is to provide the highest quality of health and preventative care to keep you healthy and in class.

The Student Health Clinic staff understands the profound impact that health issues can have on all aspects of campus life. We offer a wide variety of services and programs to improve your health and an encouraging environment in which you can become engaged and learn.

I encourage students to visit the University of Northern Iowa Student Health Clinic, use our services, ask questions, and to engage with the staff as you journey towards your academic successes. If you have a problem or question, please stop by the Student Health Clinic; we want to hear from you. Maintaining your health is the primary reason we are here. Good luck in your academic pursuits and always remember that we are here for a healthier you.

Shelley O’Connell, MAE
Executive Director,
Health and Recreation Services

OUR MISSION IS TO
serve the student community
THROUGH EDUCATION, PREVENTION AND TREATMENT OF ILLNESS, WHILE
promoting responsible habits
AND MONITORING health of the campus.

OUR KEY VALUES

- Availability of quality health care services for students on campus
- Provide compassionate, respectful and confidential care to all students
- Encourage healthy choices and responsible behaviors
- Support a healthy campus community by public health initiatives and preparedness

OVERSIGHT

- Board of Regents
  State of Iowa
  Vice President
  for Student Affairs
  Student Health Clinic
  Governing Body
  Student Health Advisory Committee (SHAC)

WHO WE ARE

The University of Northern Iowa Student Health Clinic specializes in college health services. We have board-certified family practice physicians, physician assistants and a psychiatric nurse practitioner who are dedicated to caring for college students. Additional staff include a pharmacist, pharmacy technician, laboratory technologist, nurses and support staff. We want to serve as our students’ on-campus health resource and assist them in meeting their healthcare needs.
NURSES

The University of Northern Iowa Student Health Clinic registered nurses provide support and resources to our students. They give support both over the phone and through in-person visits. They provide travel consultations, immunizations, and allergy shots. In fiscal year 2014 - 2015, our nurses conducted thousands of visits and administered hundreds of injections.

FISCAL YEAR 2014 - 2015 VITAL STATS

- 5,122 nurse visits
- 2,633 immunizations and vaccinations
- 957 injections

OUR PROVIDERS

We function as a general medical clinic and provide evaluation and treatment for a wide variety of health concerns. In the academic year 2014 - 2015, the family practice physicians and physicians assistants provided 11,300 visits to our students.

MARTHA OCHOA, MD
Education: Rosalind Franklin University/Chicago Medical School
Board certification: Family Practice
Practice interests: General medicine, women’s health and eating disorders

BRUCE FORYSTEK, MD
Education: University of Minnesota
Practice interests: General medicine and behavioral health

SHERYL HANSEL, MD
Education: University of Iowa
Board certification: Family Practice
Practice interests: General medicine and women’s health

GINA ELLINGSON, PA-C
Education: University of Iowa
Board certification: National Commission on Certification of Physician Assistants
Practice interests: General medicine and women’s health

DEANN PARSONS, PA-C
Education: University of Iowa
Board certification: National Commission on Certification of Physician Assistants
Practice interests: General medicine, women’s health and pain management

OUR STAFF BREAKDOWN

1 Director
3 Physicians
2 Physician Assistants
1 Psychiatrist (7 hours/week)
1 Psychiatric Nurse Practitioner
7 Nurses
1 Pharmacist
1 Pharmacy Technician
1 Lab Technologist
1 Medical Receptionist
1 Patient Account Representative
1 Administrative Specialist
1 Accountant
1 Information Technology Specialist
8 Student Staff

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73% of Uni Students use the Student Health Clinic*

*Students are eligible to use the Student Health Clinic by paying the Mandatory Health Fee.

THE MANDATORY HEALTH FEE IS THE MAIN SOURCE OF REVENUE.

FEES FROM THE HEALTH CLINIC’S AND PHARMACY’S SERVICE ARE ADDITIONAL SOURCES OF REVENUE.

BUDGET

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>18.8%</td>
<td>CC SWFB (Salaries, Wages, and Fringe Benefits)</td>
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<tr>
<td>12.7%</td>
<td>Counseling Center Student Fees</td>
</tr>
<tr>
<td>11.8%</td>
<td>Clinic Service Fees</td>
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<tr>
<td>0.4%</td>
<td>Counseling Center Revenue</td>
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<td>Pharmaceutical Charges</td>
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<td>Building Fee</td>
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<td>Counseling Center General Funds</td>
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<tr>
<td>49.5%</td>
<td>SHC Student Fees</td>
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<tr>
<td>4.2%</td>
<td>SHC SWFB (Salaries, Wages, and Fringe Benefits)</td>
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<td>Professional Service</td>
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<td>Overhead Allocation Fee</td>
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<tr>
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<td>Licenses &amp; Maintenance Fees</td>
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<tr>
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<td>Utilities</td>
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<tr>
<td>2.2%</td>
<td>Other Current Expenses</td>
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<tr>
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<td>Medical Supplies</td>
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<tr>
<td>2.2%</td>
<td>SHC Temporary &amp; Student Wages</td>
</tr>
<tr>
<td>0.7%</td>
<td>licenses &amp; Maintenance Fees</td>
</tr>
</tbody>
</table>

SHC Revenue

SHC Expenses

THE MANDATORY HEALTH FEE IS THE MAIN SOURCE OF REVENUE.

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Provided 2,000 flu vaccines to students, faculty and staff.

Revised registered nurse position to create a mental health case manager to work with psychiatric staff and counseling center.

Worked in conjunction with the Iowa Department of Public Health and Black Hawk County Health Department to conduct a University-wide table top drill for an Ebola event on campus.

Distributed over 8,000 condoms via the SHC & Department of Residence Life staff.

**HEALTH FACT**
The SHC provides free testing for chlamydia and gonorrhea. Last year we conducted 732 tests for chlamydia and gonorrhea.
The Student Health Clinic conducted a satisfaction survey from October 1, 2014 through December 19, 2014 and received a total of 574 responses. The survey was sent to 3,996 patients who were seen during this time. Thirteen questions inquired of students’ satisfaction of multiple areas within the Student Health Clinic, including satisfaction with health care providers, nursing, front desk staff, pharmacy services, cleanliness of the facility and their overall satisfaction of the Student Health Clinic. We also encouraged students to provide general feedback regarding the services at the Student Health Clinic.

**STUDENT DEMOGRAPHICS**

- 19% Male
- 81% Female

**STUDENT STANDING**

- 28% Freshman
- 17% Sophomore
- 22% Junior
- 24% Senior
- 7% Graduate
- 1% Non-Degree
- 1% Other

**STUDENT SATISFACTION RATINGS**

UNI students are...

- 92% satisfied with physicians, physician assistants, or nurse practitioner staff
- 99% satisfied with the appearance and cleanliness of the facility
- 93% satisfied with nursing staff
- 91% satisfied with staff’s level of concern for student questions and worries

**Students indicated a 92% overall level of satisfaction with the SHC.**
The staff at this facility are amazing. They are genuinely concerned for their patients and make the experience as comfortable as possible.”

Student patient response, 2014 - 2015 survey

7,770 UNI STUDENTS VISITED THE STUDENT HEALTH CLINIC.

8,365 PRESCRIPTIONS WERE WRITTEN BY SHC PROVIDERS.
2,840 PRESCRIPTIONS WERE WRITTEN FROM OFF-CAMPUS HEALTHCARE PROVIDERS.

The University of Northern Iowa Student Health Clinic serves as a practicum rotation for the following educational institutions.

| ALLEN COLLEGE OF NURSING | Public Health Rotation |
| UNIVERSITY OF IOWA | Retail Pharmacy Rotation |
| UNI ATHLETIC TRAINING | Family Practice Rotation |

The University of Northern Iowa Pharmacy is located on the first floor of the Student Health Center. It is staffed by a registered pharmacist who is available to fill prescriptions, provide drug information, and answer health-related questions. In addition, a variety of over-the-counter (OTC) items are available for purchase by students, faculty, and staff at competitive prices. Payment on any pharmacy purchases can be made by credit card, check, cash, or charged to a student university account.

The UNI SHC Pharmacy had a 21% increase in over-the-counter sales this fiscal year.
STUDENT HEALTH CLINIC HOURS

FALL AND SPRING SEMESTERS
Clinic hours:
8 a.m. to 5 p.m. – M, T, Th, F
9:30 a.m. to 5 p.m. – W
Pharmacy hours:
8:30 a.m. to 5 p.m. – M, T, Th, F
9:30 a.m. to 5 p.m. – W

SUMMER SEMESTER
Clinic hours:
8 a.m. to 4:30 p.m. on days when classes are in session
Pharmacy hours:
8 a.m. to 12:30 p.m.; 1 to 4:30 p.m. (available May & June only)

STUDENT HEALTH CLINIC CONTACT INFORMATION

Appointments/General Info
319-273-2009

Resource Nurse
319-273-5161

Pharmacy
319-273-2154

Prescription Refill Line
319-273-7997

Insurance
319-273-7736

Billing Questions
319-273-7962

THE UNI STUDENT HEALTH CLINIC IS PROUD TO BE ACCREDITED.

The Student Health Clinic is an AAAHC accredited facility. We go through a voluntary site survey to measure the quality of our services and performance against nationally recognized standards of the Accreditation Association for Ambulatory Health Care (AAAHC).

AAAHC
ACCREDITATION ASSOCIATION
FOR AMBULATORY HEALTH CARE, INC.

The Student Health Clinic has also achieved COLA accreditation through a biannual survey since 1993. Our patients can be assured that we meet federal and state regulatory requirements.

The University of Northern Iowa does not discriminate in employment or education. Visit uni.edu/policies/1303 for additional information.