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 and mental 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 and mental well-being 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

WELCOME

Our mission is to serve
THE STUDENT COMMUNITY
through education, prevention, and treatment of illness,
WHILE PROMOTING RESPONSIBLE HABITS
and monitoring the
OVERALL HEALTH OF THE CAMPUS.

Our 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

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 psychiatric nurse practitioners 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.

ACCOMPLISHMENTS & CONTRIBUTIONS

1. Collaboration with Black Hawk County Health Department to provide comprehensive STI testing and safer sex kits for students.

2. A new electronic health record system was implemented to enhance the proficiency and efficiency of services.

3. Launched Patient Portal to communicate and partner with patients in an effective and efficient manner.

4. Recognized as a yellow fever vaccination clinic by the Centers for Disease Control and Prevention.

5. Computers for patient self-check in were upgraded to iPads.

6. Provided 322 travel consultations to 6 continents.
MENTAL HEALTH PROVIDERS

We function as a general medical clinic and provide evaluation and treatment for a wide variety of health concerns. In the academic year 2016-2017, the family practice physicians and physician assistants provided 12,113 appointments to our students.

Abdur Rahim, MD
Education: Nistar Medical College
Board certification: American Board of Psychiatry and Neurology
Practice interests: General medicine, women’s health, and eating disorders

Jennifer Jass, DNP, ARNP
Education: Oregon Health and Science University and University of Wisconsin Madison
Board Certification: American Academy of Nurse Practitioners and American Nurses Credentialing Center
Practice interests: General medicine, women’s health, and mental health

Andrew Batovsky, ARNP
Education: State University of New York, Upstate Medical University
Board certification: American Nurses Credentialing Center
Practice interests: Mental health

Debby Ferguson, RN
Mental Health Case Manager

Martha Ochoa, MD, Medical Director
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 orthopedics

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, women’s health, and mental 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

REGISTERED NURSES

The registered nurses provide support and resources to our students. They provide services both over the phone and through in-person visits. The nurses provide travel consultations, immunizations, and allergy shots. In fiscal year 2016-2017, they conducted thousands of visits and administered hundreds of injections.

FISCAL YEAR 2016 – 2017 VITAL STATS

- Nurse visits: 3,751
- Flu shots provided to students, faculty, and staff: 1,800
- Immunizations and vaccinations: 1,408
- Allergy injections administered: 1,153
- Travel consultations: 322
The University of Northern Iowa Laboratory is located on the first floor of the Student Health Center. It is staffed by a licensed Medical Technologist and Medical Laboratory Assistants who are available to conduct testing during clinic hours.

The UNI SHC Laboratory participates in COLA’s accreditation program assuring compliance with Clinical Laboratory Improvement Amendments (CLIA). COLA’s goal is to provide an educational laboratory accreditation program to help laboratories stay safe, efficient, and compliant. To provide the best possible patient care, CLIA requires clinical laboratories and staff to meet CLIA and other regulatory requirements, and act in accordance with Quality Systems. COLA Accreditation was granted September 2016.

It is a moderate complexity laboratory which participates with the American Proficiency Institute for proficiency testing. The UNI SHC Laboratory believes accurate lab results are crucial to patient care. The UNI SHC Laboratory receives five samples twice per year to grade their own performance. We utilize an external control program for an important comparison to determine the accuracy of our testing procedures. An annual satisfactory Proficiency Testing was awarded to the UNI Clinic Laboratory in December 2016.

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

A MedSafe is available for students and staff to safely dispose of expired medications or medications they are no longer taking.

Our pharmacy offers over-the-counter medications.

**PRESCRIPTIONS FILLED BY THE UNI PHARMACY**

<table>
<thead>
<tr>
<th>Prescription Type</th>
<th>Quantity</th>
<th>Prescription Type</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antibiotic</td>
<td>2,565</td>
<td>Anti-Fungal</td>
<td>182</td>
</tr>
<tr>
<td>Contraceptive</td>
<td>1,927</td>
<td>Ophthalmic Antibiotic</td>
<td>204</td>
</tr>
<tr>
<td>Antidepressant</td>
<td>1,804</td>
<td>Cough Relief</td>
<td>112</td>
</tr>
<tr>
<td>Corticosteroid</td>
<td>448</td>
<td>Antiviral</td>
<td>93</td>
</tr>
<tr>
<td>Antihistamine/Allergy</td>
<td>509</td>
<td>Acne</td>
<td>47</td>
</tr>
<tr>
<td>ADHD Treatment</td>
<td>293</td>
<td>Diabetic</td>
<td>21</td>
</tr>
<tr>
<td>Pain Reliever</td>
<td>224</td>
<td>Sedative</td>
<td>76</td>
</tr>
<tr>
<td>Topical Corticosteroid</td>
<td>133</td>
<td>Other Prescriptions</td>
<td>884</td>
</tr>
<tr>
<td>Asthma Treatment</td>
<td>171</td>
<td><strong>Total Prescriptions</strong></td>
<td><strong>9,793</strong></td>
</tr>
<tr>
<td>Anti-Anxiety</td>
<td>100</td>
<td><strong>Unique Pharmacy Patients</strong></td>
<td><strong>2,911</strong></td>
</tr>
</tbody>
</table>
UNI offers health and dental insurance coverage to students through the Student Health Insurance Plan (SHIP), a group policy administered by Wellmark Blue Cross and Blue Shield of Iowa, and the Student Dental Insurance, a group policy administered by Delta Dental of Iowa through the University of Iowa Benefits Office. This insurance is in effect at school and during vacation periods, 24 hours a day, and worldwide coverage.

STUDENT SATISFACTION SURVEY RESULTS
The Student Health Clinic conducted a patient satisfaction survey from October 2016 through December 2017. 2,783 students were invited to complete the survey through their university email. A total of 614 students finished the survey resulting in a 22% return.

90% satisfied with physicians, physician assistants, or nurse practitioners
95% satisfied with nursing staff
99% satisfaction with the appearance and cleanliness of the facility
92% overall satisfaction with Student Health Clinic

DID YOU KNOW?
1. Counseling for veterans and their families is offered by a Readjustment Counselor from the Cedar Rapids Vet Center on Tuesdays at the clinic during the academic year.
2. Contraceptive counseling, prescription, and management is available.
3. 115 years of collective medical provider experience.
4. 188 years of collective nursing experience.
5. 21 years of collective mental health experience.
**FINANCES**

Enrolled students, taking five or more credits, are assessed the mandatory health fee and are eligible to use the Student Health Clinic. Students may voluntarily pay the health fee if taking less than 5 credit hours per semester.

- Family practice office visit charges are not billed to eligible students who have paid the mandatory health fee.
- The Student Health Clinic provides free testing for chlamydia and gonorrhea, and HIV.
- The mandatory health fee is the main source of funding for the Student Health Clinic.

**SERVICE INDICATORS**

<table>
<thead>
<tr>
<th>Service</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visits</td>
<td>12,113</td>
</tr>
<tr>
<td>Labs</td>
<td>5,414</td>
</tr>
<tr>
<td>Nurse Consultations</td>
<td>3,751</td>
</tr>
<tr>
<td>Immunizations/Vaccinations</td>
<td>1,408</td>
</tr>
<tr>
<td>Injections</td>
<td>1,153</td>
</tr>
<tr>
<td>Mental Health Visits</td>
<td>2,012</td>
</tr>
<tr>
<td>Treatments</td>
<td>305</td>
</tr>
<tr>
<td>Preventative Exams</td>
<td>596</td>
</tr>
<tr>
<td>Medical Supplies</td>
<td>209</td>
</tr>
<tr>
<td><strong>Total Transactions</strong></td>
<td><strong>26,961</strong></td>
</tr>
</tbody>
</table>

**PATIENT DIAGNOSIS**

<table>
<thead>
<tr>
<th>Diagnosis</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventative (Immunizations, Physicals, Health Education)</td>
<td>6,463</td>
</tr>
<tr>
<td>Disease or Disorder of Respiratory System</td>
<td>4,057</td>
</tr>
<tr>
<td>Symptoms &amp; Signs</td>
<td>3,111</td>
</tr>
<tr>
<td>Mental Health</td>
<td>3,808</td>
</tr>
<tr>
<td>Female Genitourinary System Disease or Disorder</td>
<td>930</td>
</tr>
<tr>
<td>Skin Disease or Disorder</td>
<td>864</td>
</tr>
<tr>
<td>Musculoskeletal System Disease or Disorder</td>
<td>816</td>
</tr>
<tr>
<td>Infectious Diseases</td>
<td>830</td>
</tr>
<tr>
<td>Injuries</td>
<td>681</td>
</tr>
<tr>
<td>Ear Diseases</td>
<td>626</td>
</tr>
<tr>
<td>Nervous and Sensory Systems Disease or Disorder</td>
<td>460</td>
</tr>
<tr>
<td>Eye Diseases</td>
<td>353</td>
</tr>
<tr>
<td>Digestive System Disease or Disorder</td>
<td>260</td>
</tr>
<tr>
<td>Edocrine, Immune, or Metabolic Disease or Disorder</td>
<td>172</td>
</tr>
<tr>
<td>Blood Disease or Disorder</td>
<td>66</td>
</tr>
<tr>
<td>Circulatory System Disease or Disorder</td>
<td>87</td>
</tr>
<tr>
<td>Neoplasm (Lesion or Growth)</td>
<td>31</td>
</tr>
<tr>
<td>Congenital Anomalies</td>
<td>15</td>
</tr>
<tr>
<td>Pregnancy Complications</td>
<td>1</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>23,631</strong></td>
</tr>
</tbody>
</table>
STUDENT HEALTH CLINIC COMMITTEES

INFECTION PREVENTION & CONTROL

MEMBERS:
- Infection control professional
- Sheryl Hansel, MD
- Jan Olsen, RN
- Jennifer Jass, DNP, ARNP
- Sue Meyer, Lab Technologist

PURPOSE:
This committee serves to assure the SHC adopts nationally recognized infection control guidelines, i.e. CDC, WHO, AORN, APIC, OSHA, etc. as approved by the Governing Body and follows AAAHC standards.

ACCOMPLISHMENTS:
The committee reviewed and updated the BBP / Sharps / PPE / Hand Hygiene power point presentation for the training provided on January 4, 2017. They reviewed the AAAHC Chapter on Infection Prevention and Control and reviewed related policies and procedures to ensure compliance.

RISK MANAGEMENT

MEMBERS:
- Shelley O’Connell, Executive Director of Health and Recreation Services
- Andrew Batovsky, ARNP
- Angie Steffen, Pharmacist
- Debby Ferguson, RN
- Angela Meeter, QI Coordinator

PURPOSE:
The purpose of this committee is to identify incident report trends, evaluate topics for quality improvement studies, assure staff training/education, assess patient privacy/security risks, and comply with the standards set forth by AAAHC.

ACCOMPLISHMENTS:
The committee reviewed and revised related policies and procedures. Incident reports were monitored and showed a trend of hospital transfers which was appropriate for level of treatment needed. Staff training requirements were met for the year. Patient privacy and security were monitored.

BEST PRACTICE STANDARDS

MEMBERS:
- Martha Ochoa, MD
- Gina Ellingson, PA
- Kristine Jorgensen, RN
- Salem Fauser, RN

PURPOSE:
The objective for the Best Practice Standards Committee is to explore and review current medical standards of care and apply these standards to the medical practice at the UNI Student Health Clinic.

ACCOMPLISHMENTS:
The committee worked on reviewing various issues with the new electronic medical record system such as nursing note documentation, in-take screening questions regarding mental health and sexual health, patient flow for HIV testing, and ensuring compliance with AAAHC with allergy documentation.

SAFETY

MEMBERS:
- DeAnn Parsons, PA
- Bruce Forystek, MD
- Linda Gienau, RN
- Becky Corbin, RN

PURPOSE:
The function of this committee is to assure patients and employees receive safety program education and training that complies with the AAAHC requirements.

ACCOMPLISHMENTS:
They planned and implemented four safety drills this year. The Safety Committee is responsible for conducting regular environmental safety rounds. Annually they review safety procedures and policies. The Safety Committee coordinates a yearly chemical inventory of the clinic.
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).

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

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 12:30 p.m.;
1 to 5 p.m. – M, T, Th, F
9:30 a.m. to 12:30 p.m.; 1 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)

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

This publication was designed by Mars Price, class of 2018, majoring in graphic design.