Mission Statement
The mission of FGCU Student Health Services (SHS) is to facilitate the retention, academic advancement, and graduation of students by providing efficient, professional, and compassionate primary health care and by promoting individual and community health and wellness on campus.

Electronic Medical Record
Student Health Services utilizes PyraMED, an electronic medical record (EMR) to document and securely store health records in compliance with the federal Health Information Portability and Accountability Act (HIPAA). PyraMED provides the clinical staff with an efficient tool to capture patient information including clinical history, medications and details of previous patient visits.

Web Site/After Hours care
Student Health Services maintains a student centered web site which contains educational resources on pertinent health topics. We provide links to authoritative sources and concise, easy to understand summaries of relevant topics. The site also contains important immunization information and allows students to download necessary forms. Students calling SHS after-hours are automatically connected to a professional contracted RN triage service that answers questions and provides medical advice. http://fgcu.edu/StudentHealth

AAAHC – Accreditation
Student Health Services is a fully accredited organization. The Accreditation Association for Ambulatory Healthcare (AAAHC) is a peer driven system that monitors organizations on eight core chapters and other adjunct chapters. These chapters delineate standards for patient care, governance, quality management/improvement, and patient safety. SHS is proud to meet the rigorous AAAHC standards. We are scheduled for an on-site survey in the Spring of 2014.

A Message From:
Dr. Kevin Collins, Medical Director

A student’s health has a tremendous impact on their academic success or failure. FGCU Student Health Services (SHS) is dedicated to preventing and treating student illness and to educating FGCU students about health related issues. Because SHS can focus on meeting the specific needs of college students, we are able to provide care in a very affordable, efficient, and student centered manner.

For comments or suggestions regarding this issue, please contact:
Greg Jensen
Health Services Administrator
(239) 590-7966 • gjensen@fgcu.edu

Connections is available at studentservices.fgcu.edu/publications.html

Connections may be obtained in an alternative format by contacting the Office of Adaptive Services at 239-590-7956.
Campus Partnerships, Retention and Engagement

Student Health Services provides a critical component of the University’s retention efforts through direct patient care, preventive health services and patient education. Student Health Services keeps costs low and provides value in terms of both affordability and accessibility. Our central campus location, low cost, and focus on the unique health concerns of college students create an outstanding health care opportunity for FGCU students. Healthy students are more prepared to meet the academic demands of college life. SHS also provides lab and immunization services which help students meet academic program requirements.

Student Health Services recently added an Outreach Nurse as part of our medical staffing. This part-time resource facilitates inter-departmental collaboration, immunization administration and lab testing. The Outreach Nurse develops and supports local health care relationships so SHS can direct students to additional resources when necessary.

Patient Assessment Survey

Student Health Services participates in the American College Health Association Patient Assessment Survey. This weekly national comparative survey allows SHS to evaluate how our patients rate their experience in terms of care received, facility cleanliness and overall patient satisfaction. Shortly after their visit, all SHS patients receive an email request to voluntarily participate in the 26 question survey.

96% of patients who visited SHS, ranked the privacy and confidentiality provided by SHS staff members as good or excellent.

95% of students indicate overall satisfaction with care provided by SHS.

Quick Statistics

14,309 patient visits in 2012 (10.26% increase from prior year)
10,513 medications dispensed in 2012 (24.59% increase from prior year)
110 patients are seen on a typical day during the school year

Services Provided

- Routine Medical Care
- Physical Exams
- Health Screenings
- Referrals for Specialty Care
- Nutrition Counseling
- Health Education
- After-hours Nurse Phone Response

Services Available for a Nominal Fee

- Immunizations
- Contraceptives
- Antibiotics
- Laboratory Testing including: Blood Counts, Pap smear, Cholesterol, Mono testing, Urinalysis, Pregnancy test, HIV/AIDS tests, STI testing

Services Not Provided

- Overnight Infirmary
- Specialized Physician Care
- Allergy Shots/Testing
- On-site X-ray
- Dental
- Advanced Diagnostics

2012 Annual Total
2/28/12 – 12/28/12

<table>
<thead>
<tr>
<th>Invitations</th>
<th>Respondents</th>
<th>Response Rate</th>
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<tbody>
<tr>
<td>10380</td>
<td>769</td>
<td>7.41%</td>
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The clinic is run amazingly well and has an excellent medical staff, I really am impressed.

– Student/Patient comment from Fall 2012 ACHA-Survey

I have been using student health service for a long time and I believe I get better care at student health services than at any other doctor that I have ever seen.

– Student/Patient comment from Fall 2012 ACHA-Survey

I love student health. I would rather go there than to any clinic or doctor outside of school. I can get in the same day usually and everyone is so friendly I feel like they are family.

– Student/Patient comment from Fall 2012 ACHA-Survey