Message from the Director

University Health Services (UHS) supports the academic mission of the university by providing affordable, high quality healthcare on campus for our students. As their family doctor away from home, we take care of them so they can concentrate on their studies.

We are committed to meeting the needs of our students by creating an inclusive, safe, and welcoming environment, and we have earned the trust of the Longhorn community. Based on surveys of our students, the Princeton Review ranks UHS at UT Austin as one of the best college health services in the nation. Access to caring, confidential medical care and credible health information can help students stay healthy, graduate on time, and establish lifelong healthy habits.

Cultivating a healthy campus culture is also an essential part of our mission. UHS staff are as passionate about education as they are compassionate toward their patients. We work hard to address behaviors and health concerns common to our students such as managing stress, eating breakfast, and staying hydrated.

We also provide many opportunities for students to get involved and gain leadership experience with UHS. The students who work or volunteer for us hold a very special place in the UHS family. Program alumni tell us that their experiences at UHS have helped to shape the direction of their careers and lives. I am honored to work for an organization with such a far-reaching impact.

In good health,
Jamie Shutter

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Mission

UHS provides healthcare and public health leadership to support students in reaching their optimal health so they can thrive personally and academically.

Values

Student-Centeredness
Prioritizing students’ needs in every aspect of our work

Excellence
Striving to provide the highest possible quality of healthcare, customer service, and public health practice by enthusiastically pursuing continuing education

Credibility and Professionalism
Advancing professionalism and credibility by following current, evidence-based practices with accuracy and integrity

Privacy and Confidentiality
Meeting or exceeding all legal and ethical requirements to protect privacy

Diversity and Inclusiveness
Cultivating an inclusive environment that values and promotes the understanding of differences and enhances our ability to meet the needs of our diverse student population

Fiscal Responsibility
Providing responsible and ethical stewardship of our resources

Positive and Engaging Work Environment
Striving to create a work setting that offers and promotes open communication, respect, honesty, teamwork, and integrity
Vision
University Health Services enhances learning and student success with accessible and compassionate services and initiatives, and aspires to become distinguished as the best college health service in the nation. The campus community trusts and depends on University Health Services for high-quality medical care and innovative public health leadership that contributes to a healthy campus.

Strategic Goals 2013-2015

1. Cultivate a healthy campus environment and culture
2. Support student retention, persistence, graduation, and success
3. Provide excellent clinical care and operations
4. Maximize awareness of UHS and access to healthcare
5. Provide exceptional customer service
6. Cultivate a positive, engaging work environment
7. Exercise good stewardship while maintaining high quality of care
8. Foster students’ professional and personal growth and development
Clinical Services

Longhorn Fever? We Can Help.

University Health Services provides high-quality medical care and services crafted specifically to meet the needs of our students in a modern 40,000 square-foot ambulatory healthcare facility.

UHS medical services include:
- Primary care (general medicine)
- An urgent care clinic
- A dedicated women’s healthcare clinic
- A sports medicine clinic
- On-site laboratory and radiology services
- A newly renovated physical therapy clinic
- Immunizations and allergy shots
- Travel medicine
- Dietitian consultations
- Seasonal flu shot clinics all around campus
- A free 24-hour nurse advice line

Just like a family doctor, the board certified physicians, nurse practitioners, and physician assistants of UHS provide primary care for common concerns such as minor injuries, upper respiratory infections, stress, depression, management of chronic illnesses, screening and treatment for sexually transmitted infections, and physical exams for sports participation and travel abroad. Our staff dietitian and mental health professionals support our team of medical professionals by attending to the nutritional and emotional aspects of student’s health concerns. Students don’t have to leave campus for healthcare, including allergy shots, physical therapy, lab tests, and x-rays.

Our free Nurse Advice Line is available to students 24/7/365 for self-care advice and guidance about whether and when to seek medical care, even when the university is closed.

Every patient can trust UHS with the privacy and security of their health information. All visits are confidential. UHS will not disclose any patient’s medical information to any individual or organization - even faculty, friends, administrators, or family members – unless required by law or the student gives their written permission.

When a student needs medical care off campus, our referral specialist helps them identify and access appropriate resources in the community. Those who need to adjust their class schedules or withdraw from the university to recover from a serious illness or injury can find allies in our staff.

Quality Assurance

At UHS, we strive to achieve excellence every day. One way we maintain and improve the quality of our patient care is by voluntarily maintaining accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC), the College of American Pathologists (CAP), and the Texas Medical Association. This entails meeting rigorous standards and passing regular inspections by representatives from these organizations, in some cases without advance notice.

A robust quality improvement program leads the accreditation process with:
- A meticulous infection control program
- Regard for patient feedback
- Patient chart audits
- Medical peer review
- Nursing skills education
- Continuing medical education

Ongoing formal assessment and evaluation activities complement the quality assurance process. Through assessment, we make sure that our policies and initiatives are effective, data-driven, and aligned with the needs and priorities of today’s university and its students.
Managing Healthcare Costs

UHS understands the unique concerns of the population we serve. We strive to hold costs down and keep quality healthcare affordable. By using UHS, students can worry less about the cost of healthcare and focus more on achieving academic success.

- All enrolled students may use UHS, whether they have insurance or not.
- Payment is not required at the time of service.
- UHS is in-network with most major insurance plans.
- Self-pay discounts and flexible payment plans are available.
- Charges are listed clearly on our website.

Many students have never scheduled their own healthcare appointments, much less learned to understand and navigate insurance. At UHS, we encourage our patients learn to become savvy healthcare consumers. Our caring professionals help uninsured students get the care they need and insured students understand and make the most of their health coverage.

Beyond the Clinics

*Online, on the phone, and throughout the campus, UHS is here when students need us.*

We engage students via social media in meaningful ways.

Our websites feature pertinent, credible health information for students conducting research and for our clinicians to share with patients. Through a secure web portal, students can schedule appointments online, download their immunization records, and communicate privately with their healthcare provider. UHS also has a lending library where students can check out a variety of books and media.

To advance the academic mission of the university, UHS seeks and maintains partnerships with departments and programs throughout the campus. Some connections date back decades, while others arise only when needed. In the classroom, UHS staff guest-lecture and consult on academic projects. Beyond-the-classroom opportunities for learning and leadership development abound in our volunteer and outreach programs. For professional development, carefully supervised interns rotate through our offices and clinics. UHS staff also collaborate with faculty in several different colleges and schools on joint research projects. As part of the university community, we value these collaborative relationships as opportunities to support students in nearly every aspect of their collegiate experience.
Public Health Leadership

UHS serves a vital public health role in our campus community.

As a vocal advocate for the health and safety of our campus, UHS conducts a variety of evidence-based public health initiatives and community outreach programs. Examples include:

- In the event of a communicable illness outbreak or similar health issue, UHS professionals provide medical response, assist University Operations personnel, and help keep the community informed.
- UHS immunizes thousands of students, faculty, and staff annually at flu shot clinics across campus.
- Our volunteers distribute free hand sanitizer and materials that teach students how to stay healthy while living in close quarters.
- Students, faculty, and staff planning travel abroad can schedule travel health appointments for itinerary-specific advice and immunizations.
- The UHS medical director plays a lead role on the UT Campus Safety and Security Committee and consults with the UT International Office to safeguard the health and welfare of UT students studying abroad.
- International and ROTC students rely on UHS for required vaccines and screenings, as do students conducting research and working in laboratories.

To facilitate compliance with Texas legislation requiring incoming students to submit proof of immunization against bacterial meningitis, UHS staff process thousands of vaccine records each semester. Our quick turnaround times enable students to comply with the law and register for classes in a timely manner.

Prevention and Outreach

Young adults away from home for the first time have a unique opportunity to establish healthy habits that will help them perform well in school and graduate on time -- with benefits lasting well beyond commencement.

UHS Health Promotion specialists collect and analyze campus-specific health data, conduct health promotion and prevention activities, and collaborate with offices across campus to identify and address priority health issues among our students through initiatives such as:

- Sexually transmitted infection (STI) testing events
- Promoting healthy sleep and eating breakfast
- Distribution of free condoms
- Free educational workshops given by peer educators
- High-risk drinking prevention
- Advancing policies and cultivating environments that encourage students to make healthier decisions
Developing Future Leaders
Student involvement is essential to our success.

Student Involvement and Leadership

As employees and volunteers, students help us influence policy, refine our communications and outreach, and become powerful advocates for student wellbeing.

- Clinic volunteers gain valuable experience with supervised patient contact.
- Peer educators learn facilitation and outreach skills by engaging in educational activities and events.
- Student Health Advisory Committee members share their opinions and insight with UHS leaders and administrators on policies and services.
- Students provide feedback all year long through a web-based feedback system, surveys, focus groups, discussions with student organizations, and other formal and informal means.

Students work or intern in nearly every UHS office and department.

- Student assistants perform meaningful work during hours that complement their class schedules.
- Interns rotate through UHS from academic programs in athletic training, health promotion, kinesiology, nursing, medical records, public health, pre-med studies, nurse practitioner and physician assistant schools, and hospital administration.

Our student employees, volunteers, and interns consistently report that their experience at UHS has enriched their resumes, developed their leadership skills, and helped to clarify their academic and career paths.