

# Student Health Centre Business Process

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## PURPOSE

The purpose of this document is to describe the main administrative procedures associated with the provision of services and activities of the Student Health Centre (SHC). Clinical practice guidelines support the work of the SHC are recorded separately from this document.

## RESPONSIBILITY

Overall clinical and administrative responsibility for this process is held by the Practice Nurse Manager of the SHC and she is supported by a number of clinical and administrative staff. The provision of services is a synthesis of the collaborative input of all SHC staff.

## PROCEDURE

The SHC provides a comprehensive range of health care services to all registered students at the University of Limerick. These services include a range of different clinics including general medical, nursing, sexual health, psychiatry, physiotherapy and contraceptive advice. The SHC provides the necessary care in the event of an acute illness to all students on the University of Limerick campus. Further information on the SHC is available at [www.ul.ie/medical](http://www.ul.ie/medical).

The primary administrative procedures associated with the delivery of the above services include:-

- A. Booking Appointments
- B. Management of Check-in and Waiting Room
- C. Processing of Payments Received
- D. Exam Support and I Grades
- E. Record Keeping and Disposal

### A. Booking Appointments

1. Student makes contact with SHC via telephone or by calling into SHC office.
2. SHC Administrator:-
  - a. Establishes where possible which type of clinic best suits the needs of the student.
  - b. Verifies where necessary that the student is registered on SI.
  - c. Books the appropriate time slot on Socrates.
  - d. Maintains adequate provision to accommodate those who present as walk-in requesting an immediate appointment.

Responsibility for the above procedure lies with the SHC Administrator. Detailed working guidelines associated with this activity are contained within the SHC Process manual.

### B. Management of Check-In and Waiting Room

1. Student reports to SHC office to check-in for appointment.
2. SHC Administrator:-
  - a. Requests payment from student, records payment on Socrates and issues receipt.

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- b. Changes student's status on Socrates from 'expected' to 'present'.
- c. Advises student to wait in waiting room to be called for their appointment.
- d. Monitors students who do not arrive for their appointments and records this in their record.
- e. Monitors waiting room to check for students who did not check in.

Responsibility for the above procedure lies with the SHC Administrator. Detailed working guidelines associated with this activity are contained within the SHC Process manual.

## C. Processing of Payments Received

At the end of each day the SHC Administrator:-

1. Generates a 'Total Surgery Income' report on Socrates.
2. Separates the €100 float from the days takings.
3. Checks that the value of cash and credit card payments received corresponds with the values on the Total Surgery Income report on Socrates.
4. Completes a direct lodgement form for the cash taken.
5. Requests the Practice Nurse Manager to sign the direct Lodgement form.
6. Lodges the cash in the bank either at the cash counter or by using the cash lodgement machine.
7. Records the value of the cash and card payments in Excel.

Responsibility for the above procedure lies with the SHC Administrator. Detailed working guidelines associated with this activity are contained within the SHC Process manual.

## D. Exam Support and I Grades

### D.1.1 Exam Support

There are 2 facilities which students with a medical condition or disability may avail of during exams. These are:- (1) The "quiet room" and (2) The provision of a separate exam venue to facilitate the use of a scribe or reader.

#### D1.1.1 Quiet Room

The quiet room is located on the A1 corridor in the main building.

Students allocated to this room are permitted to take breaks if required and are allowed up to half an hour extra time in which to complete their exam if necessary.

1. SHC Administrator books an appointment for the student with the nurse.
2. Student and nurse complete the quiet room form and student is given the tear off slip at the bottom of the form to present to the invigilator.
3. SHC Administrator sends the completed form to SAA for the necessary arrangements to be put in place.

#### D.1.1.2 Separate Venue Request

In the event a student requires a scribe or reader for their exam a separate room can be requested for this.

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Provision of a scribe or reader is dependent on the availability of someone suitable. In the event that no one suitable is available, the student must then apply for an I grade.

1. SHC Administrator books an appointment for the student with the nurse.
2. The student and nurse complete the Separate Venue Request form.
3. SHC administrator sends the form is then sent to SAA for the necessary arrangements to be put in place.

### D.1.2 I Grades

I grades may be awarded to students who have not completed all the requirements of a module due to a certifiable medical illness, a bereavement or due to mental health issues.

1. The SHC Administrator sends an email outlining the procedure and deadline to any student making an enquiry about making an I grade application.
2. Students must book an appointment with one of the medical team and provide a completed External Medical Certification form.
3. Incapacitated or distance education students do not have to attend the SHC in person and applications are processed via email.
4. Students must complete an online I grade application for end of semester exams and a hard copy form for all other exams e.g. repeats.
5. Only students who can present a case of exceptional medical circumstance are permitted to make an exceptional late application after the deadline.
6. The deadline is 4 working days after the last exam or when the project/placement etc was due.

Responsibility for the above procedure is divided amongst SHC staff. Detailed working guidelines associated with this activity are contained within the SHC Process manual.

### E. Record Keeping and Disposal

All medical records within the SHC are stored in accordance with UL's [Records Management and Retention Policy](#) and the [HSE Retention Policy](#).

- Medical records with no mental health notes are retained for a student's duration at the university plus 8 years.
- Medical records with mental health notes are retained for 20 years following last contact.

#### E.1.1 Record Keeping

In February 2013 an electronic records system, Socrates, was introduced in the SHC. Prior to this hard copy files were retained for each patient.

1. Student medical records are created by the SHC Administrator when a student first presents to the SHC.
2. SHC clinicians record consultation notes for each patient on Socrates and code the consultation according to the International Disease Classification (IDC).
3. Hard copy documentation given to clinicians during consultations is passed on to SHC administrator to scan onto Socrates.

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4. Referral letters are created within Socrates by the SHC Administrator or medical professional.
5. All external correspondence and documentation received by post/fax date is stamped by SHC Administrator, signed off by the appropriate clinician and scanned onto Socrates.
6. All records are confidential and can only be accessed by SHC staff.

Responsibility for the above procedure is divided amongst SHC staff. Detailed working guidelines associated with this activity are contained within the SHC Process manual.

## E1.2. Record Disposal

### E1.2(A) Disposal of Hard Copy Files (Files created prior to 14 February 2013)

1. Hard copy files due to be destroyed are identified from the SHC list of files.
2. Disposal of files is signed off by the Practice Nurse Manager.
3. Files are collected by an external provider for confidential shredding.

### E1.2(B) Disposal of Electronic Files (Files created after 14 February 2013)

1. Request sent in writing by fax/letter to Socrates requesting the appropriate batch of records be removed.
2. Socrates run script to identify the batch of student records to be removed.
3. Disposal of files signed off by the Practise Nurse Manager.

Responsibility for the above procedure is divided amongst SHC staff. Detailed working guidelines associated with this activity are contained within the SHC Process manual.

## DOCUMENTATION

All relevant documents associated with the above procedures are contained within the SHC Process Manual and are currently being updated.

## RECORDS

All medical records created within the SHC are stored in accordance with UL's [Records Management and Retention Policy](#) and the [HSE Retention Policy](#).

## PROCESS VERIFICATION

Evaluation of the SHC Process effectiveness is carried out using internal audits. Changes to the process are put in place as required and as appropriate.

## REVISION HISTORY

Revision No.	Date	Approved by:	Approval Date and Meeting	Details of Change	Process Owner
1	July 2013	Niall Cahill		Initial Release	Niall Cahill

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2	July 2017	Quality Team	QT meeting, 04/10/17 & by email	Inclusion of additional procedures and updates to existing ones.	Claire Kearns