



White Paper

UNIVERSITY HEALTHCARE

24/7 Medical Care for Students Living Away From Home

After-Hours Nurse Triage | ER and Urgent Care Referrals | Standing Med Orders
Campus Health Alerts | 911 and Campus Safety

Prepared by:

AccessNurse

1431 Centerpoint Blvd, Suite 110

Knoxville, TN 37932

www.AccessNurse.com

Page 15

UNIVERSITYHEALTHCARE



Moving away from home and starting college is a very exciting and memorable time in a young person's life. However, on top of all the excitement and wonder of what the future will hold there is also responsibility. For the first time in their lives, these students will be responsible for seeking Health Care related services without the support and guidance of an accompanying parent and almost all of them will do so using their respective College or University Health Services when they are open.

But what will they do when Student Health Services is closed?

Engaging AccessNurse RNs is the answer to that question by extending the reach of care for your current Student Health Services initiative. Here's how:

After-Hours Nurse Triage

- Using industry-standard triage guidelines, AccessNurse's licensed RNs can assist students in determining the best options and advice for care as it relates to their symptoms or health concerns.

Emergency and Urgent Care Referrals

- If care is required that cannot wait until Student Health Services reopens, AccessNurse RNs can refer students to the closest and most appropriate level of care, based on the triage outcome.

Standing Medication Orders

- If your Student Health Services organization utilizes standing medication orders for specific ailments that are commonly found among student populations, those orders can be extended and executed by AccessNurse RNs who are licensed in your respective states.

Campus Health and Alert Notifications

- If your campus is impacted by the outbreak of a specific malady, AccessNurse RNs can consult with your students, respond to inquiries and execute specific directives from your organization during that period.

Seamless Integration

- When you are closed and your students call, our phone will ring. When AccessNurse completes an assessment of one of your students, we send you documentation of the encounter.

911 and Campus Safety

- AccessNurse RNs can engage your local Emergency Services department or Campus Police if the caller is too incapacitated to do so on their own behalf, or if the situation is warranted.

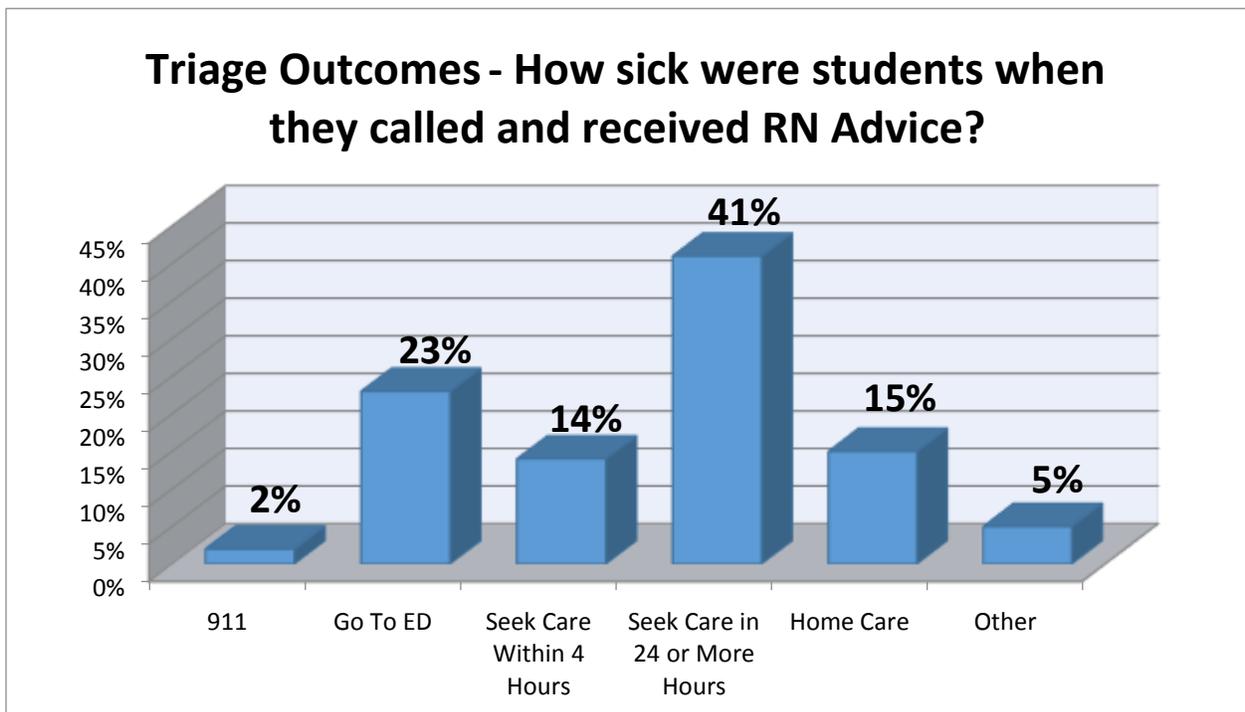
" AccessNurse offers a degree of comfort not only to the parents of our students, but to our staff. I tell parents at orientation that their sons and daughters are able to speak with a nurse 24/7. We were able to customize the after-hours AccessNurse service to meet the needs of our students. I would highly recommend Team Health to provide a great service to your campus."

Deb Taylor, RN - Director of Health Services, Anderson University

At a Glance: After-Hours Nurse Triage on Campus

| Demographic Information on Data Analyzed (September 1, 2014 – May 31, 2015) | | | | | | |
|---|------------------------|------------------------|-----------------------------------|----------------------|-----------------------|------------------|
| Institution Type | Number of Institutions | Aggregate Student Body | Student Body Distribution by Type | Female to Male Ratio | Calls Requiring an RN | Utilization Rate |
| Private | 3 | 19,999 | 20.2% | 56:44 | 250 | 1.8% |
| Public | 3 | 78,959 | 79.8% | 52:48 | 2,191 | 2.8% |
| Totals/Avg | 6 | 98,958 | 100% | 53:47 | 2,541 | 2.6% |

| | | | |
|--|---|---|---|
| Female students utilizing after-hours services | Student polled post-triage who "Did Not Know What to Do" regarding their specific condition | Students utilizing after-hours care between the ages of 17 & 22 | Students prepared to seek emergency care for non-urgent symptoms prior to receiving triage advice |
| 68% | 76% | 82% | 47% |



"AccessNurse has been an invaluable addition to the services we provide our students at TCU. Last year, 81% of the students who called after hours did not know what to do for their medical issue. However, AccessNurse RNs were able to provide home care instructions and advice, so students could manage their medical condition until the clinic re-opened. We treasure the partnership we have with AccessNurse."

Kelle Tillman, MSN, RN - Associate Director, Texas Christian University Health Center