

PyraMED Program Review 2018

Name: Peter Rodriguez

Experience utilizing PyraMED to meet office needs: ~276 hrs **Prior**

training:

*1 business day Formal training for pyraMED

*Self motivated research and training for PyraMED system and Implementation

Current Project leads: Peter Rodriguez, Josephs Morris

Objective:

- Increase student accessibility to obtaining health related information and services provided by the SH&WC.
- Help Reduce amount of paper used by SH&WC.

Office needs to be met through PyraMED:

- Storage of important and confidential records electronically to reduce physical storage space for Records 2017-prior.
- Design and Implementation of an organized tagging system for quick and efficient accessibility of electronic student medical records.
- Custom Design and Implementation of an organized system of appointment types, appointment reasons, record types, and record tags for SH&WC as well as the Online Web Portal. It is imperative that Online Activity is distinguishable from Office Activity.
- The tracking of student patient data through custom designed Queries in PyraMED for use by Clinica Sierra Vista, and Bakersfield College.
- Logistic planning and implementation of appointment time frames for efficient Office Operation; Emphasis in meeting planned patient appointments to readily accommodate to campus emergencies.
- Custom Design and implementation of Online web portal forms to accommodate provider(Health or Mental Health)with readily available patient responses for fast response to students needs.
- Custom Design and implementation of Provider chart notes (Health or Mental Health) to track student medical/mental health history.

PyraMED portal self-check estimated benefits:

- The ability for patients to check themselves into an appointment while maintaining the utmost confidentiality in the waiting area.
- The ability for front office staff to more readily respond to questions or emergencies, in person or over the phone.
- To facilitate the quick notification of patient presence, patient readiness, and patient location to providers (Health or Mental Health)

Current Project discussions:

- Research on PyraMED Online accessibility to students with disabilities.
- Ensure design and implementations are thoroughly tested and ready to meet the demands of the office.
- Ensure design of medical forms on the web portal and self-check in components are homogeneous.
- Analysis of office operations and office needs to see how pyraMED can provide solutions.

Requested PyraMED Needs:

Banner 9 integration with pyraMED is needed to grant students accessibility to Student Health and Wellness Center Online Portal, and potential Self-Check in component. Without Banner integration, only students currently registered in the PyraMED system will have access to online portal. A large amount of time is taken to check and enter Student Eligibility, contact information, student email address, and Date Of Birth because they must be manually searched for in banner and entered into PyraMED due to the absence of Banner integration.

Time to manually verify and enter student information into pyraMED uses up time to readily help other students in the office, over the phone, and in some cases campus emergencies where a student does not yet exist in PyraMED system

Banner integration could facilitate an increased response time of providers being able to readily see walk in patients with no prior history at the SH&WC because all student information would already exist in the system. The Integration could also facilitate increased ease for front office

staff to answer questions, schedule appointments, room patients, and meet all other office needs.

Requested Office Needs:

Current Needs of Staff and Students are taken care of by my supervisor: Stella Ponce All office needs are dealt with by current supervisor. I recommend an extra Supervisor to ensure Office needs, PyraMED training, and PyraMED Implementation requests are met concurrently. Current PyraMED attention and requests are limited to a single supervisor who impressively handles student, staff, and office in one sitting every day.

Further Estimated Needs:

Increase in mental health and medical providers to meet the demand of students utilizing services.