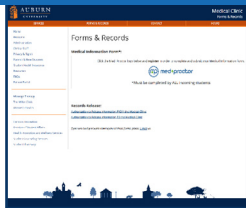




med+proctor

case study



AUBURN

UNIVERSITY

Med+Proctor Aids Auburn University in Streamlining the Student Immunization Records Collection and Verification Process

Thousands of Student Health Records are Processed Securely and Efficiently for Fall, Spring and Year-Round Enrollments



AUBURN
UNIVERSITY

Enrollment

22,000 undergraduate
28,000 total

Challenge

Collecting enrollment-required student medical records was a cumbersome and time-consuming manual process.

Solution

Med+Proctor's immunization verification system streamlined the submission and verification of student immunization records, saving staff time and increasing process efficiency and accuracy.

Looking Strategically at an Ongoing Student and Data Management Need

Every year, universities need to collect, and keep track of important information from matriculating students. Much of this data, including health and immunization records, needs to be processed before a student can officially enroll. When dealing with thousands of students, this process can be challenging and time consuming.

Up until 2015, Auburn University, like many other colleges and universities, collected all student immunization records manually; via mail, email, fax, etc. To facilitate records collection, the university's student health center typically hired teams of temporary clerical staff charged with collecting student data, verifying it, and then entering it into the student records database. Auburn dealt with challenges ranging from unnecessary holds on student enrollment to students being admitted when their immunization histories were incomplete.

Collecting and verifying student immunization records is no small task. Each year, Auburn admits 5,000–6,000 new students in the Fall semester, and 2,000–3,000 in Spring and Summer. Student immunization records need to be processed in time for students to start their classes on time.

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—John Adams, Physician Operations Manager

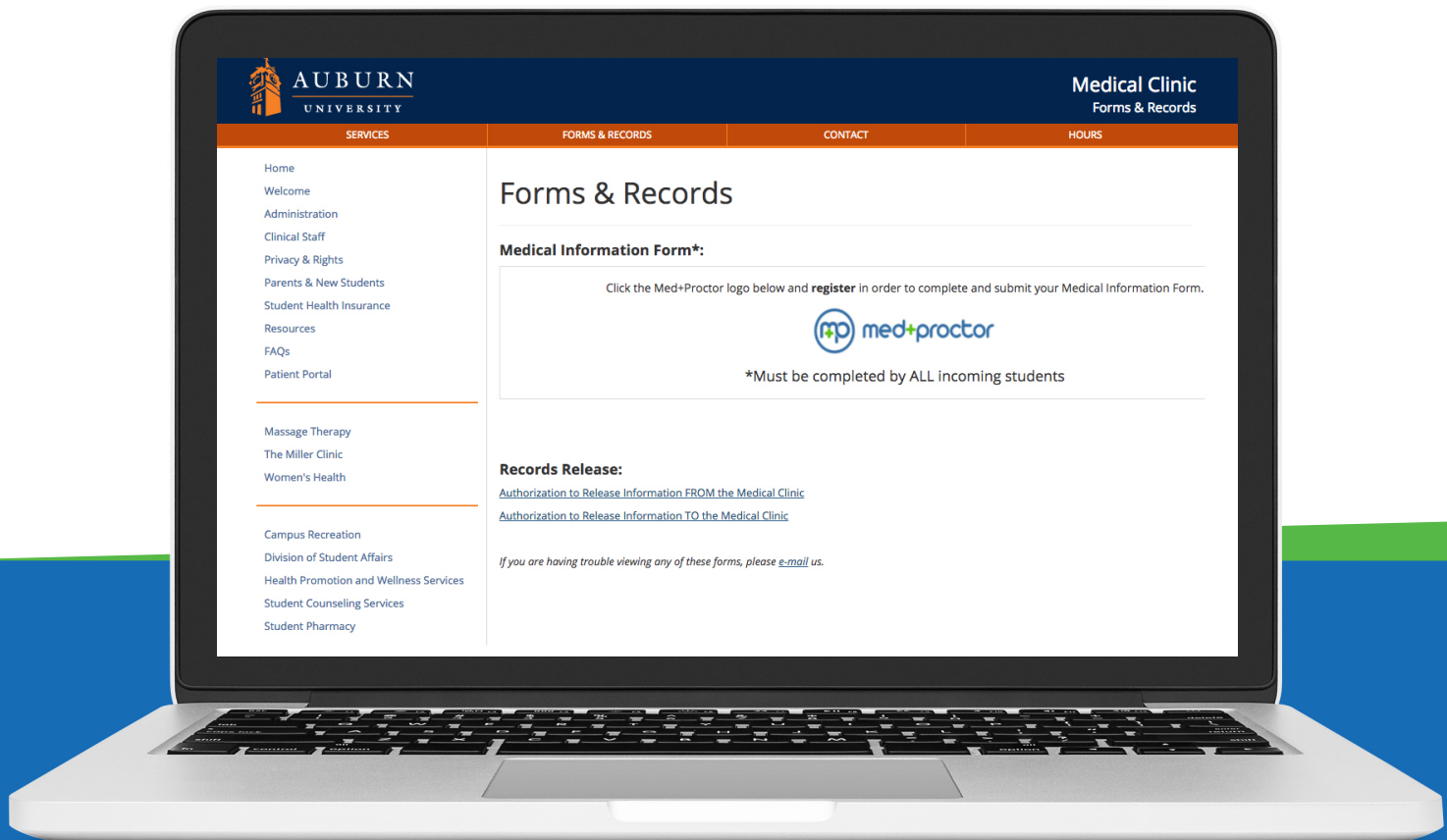
The Med+Proctor system offers Auburn the ability to scale with enrollment increases and it ensures data integrity without adding clerical support. Auburn's student health clinic is unique because it is a separately owned LLC operated for the university by the local hospital. Auburn chose the Med+Proctor solution because it offered ease of use for students and the existing staff of their student health center. Med+Proctor's system is fully compatible with the Electronic Health Record (EHR) system that the health clinic already uses so introducing the solution did not pose IT integration challenges.

According to John Adams, Physician Operations Manager at Auburn, when they hired temps to manage the influx of information, those temps would also need to be sure to match the data with correct medical practices. "My staff would need to know what the appropriate medical testing and response timeframes were so they could catch errors as they arose. The Med+Proctor system is preprogrammed to recognize these errors and flag right away. Using a system that automatically adheres to data management and clinical best practices helps reduce university liability and delivers better service and efficiency to students and to the university's student data records teams as well."

Data Privacy. A Priority.

Not only is it important to adhere to established medical reporting practices, but student data privacy is a critical issue on campus as well. Adams noted, "Med+Proctor deals with FERPA and HIPAA regulations up front. Data protection procedures are hardwired into the platform. Student privacy is a growing concern in an increasingly technological landscape, and thanks to Med+Proctor, it is less of a worry for us. Our team no longer worries about stray papers or technology glitches on the data privacy front."

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Tighter Timelines and Implementation

Under the old Auburn system, by the time students got their records submitted, it would be roughly two weeks before they were fully processed. Now, with Med+Proctor, turnaround time is 24–48 hours. Once records are received and verified, student holds are cleared automatically.

Med+Proctor also provided Auburn with a smooth, well-defined implementation process. It only took a matter of months to roll the program out within the university system. Auburn had started considering the switch late summer 2014, and by January 2015, Spring Semester students were using it to submit their records. This was a strategic move, as it is best practice to get the system up and running during the Spring Semester when enrollment volume is lower than the traditional Fall Semester start. This meant that any process or technology questions could be addressed and ironed out before the full-scale implementation in the Fall.

There are multiple stakeholders within any university system that are affected when the school adds or changes a critical student records or enrollment process. For example, at Auburn, there is a student organization that helps international students get their documentation in and makes sure they are prepared to participate fully in campus life. Before implementation of Med+Proctor, John Adams and his team made sure to take the time to ensure that all stakeholders, including student clubs and groups, were represented in the transition and had the information they needed to use the Med+Proctor process successfully.

Auburn University was one of Med+Proctor’s early university clients and they have recently renewed their Med+Proctor agreement for another 5 years. Said John Adams, “The system has streamlined our student immunization data process, controlled our costs, and provided greater ease of use for our students. It’s working for us and our stakeholders. That’s a great bottom line.”



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About Med+Proctor

Med+Proctor is a healthcare technology company headquartered in Nashville, TN. The Med+Proctor platform focuses on automating the immunization verification process for incoming students at colleges and universities and is currently in use in 21 states, serving over 100,000+ students each year.

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