


University of Calgary Health Services Calgary, Alberta

Top Benefits for University of Calgary Student Health Services

- Supports need for a very flexible appointment scheduler to handle changes in appointment types, lengths, and available resources who change on a daily basis
- Strong and reliable Billing application ensures they miss no billings; supports need to handle many out-of-province billings, common with a student health services facility
- Ease of learning means that temporary staff are up to speed and productive with Wolf Scheduler in a matter of minutes
- Supports future plans for complete EMR systems and further integration between the health services and counseling services groups (the "Wellness Centre")

University Health Services, part of the Student Wellness Centre at the University of Calgary, provides quality health care and education to 24,000 undergraduate and graduate students from their warm and bright clinic located in the MacEwan Student Centre on the University of Calgary campus. Primarily focused on the health of students, healthcare services are available for faculty and staff on an emergency basis. The clinic is staffed by registered nurses, psychiatrists, family physicians, chiropractors, a nutritionist and massage therapists, with approximately 13 Wolf users in total.

Currently, the Student Wellness Centre offers counseling, health services and chaplaincy services to students and staff from the Student Centre location. Debbie Bruckner, the Director of the Wellness Centre (which consists of three student services programs including counseling, Health Services and chaplaincy) indicated that soon the university will be integrating these services, offering them from a common waiting area and continuing to use Wolf to handle their medical scheduling needs. At present both the Counseling and Health Services groups use Wolf Scheduler; Health Services uses Wolf Billing and has plans to soon use Wolf Clinical and Wolf Workflow to address the full breadth of their EMR needs.

Health Services provides both walk-in and urgent care and pre-booked appointments with family physicians. Like other student health services groups, they required a flexible booking system to handle their scheduling needs. University of Calgary Health Services uses a number of part-time contracted medical professionals to staff the facility; with the combination of walk-in and booked appointments, students who often need to re-schedule or change appointments, and practitioners who vary on a daily basis, they needed a flexible scheduling application to add and remove medical professionals easily, change appointment dates and times and adjust appointment lengths based on appointment type. Debbie Bruckner, Director of the Wellness Centre commented that Health Services and Counseling rely 100% on the Wolf Scheduler to manage their appointments and resources. "It's that simple. We rely upon Wolf to keep our operations running and keep up with the dynamic nature of our day. At Health Services we find Wolf Scheduler meets our needs very well."

Health Services also utilizes a number of temporary front office staff on a regular basis to cover for permanent staff who are on holiday leave or away due to illness. Debbie Bruckner commented that Wolf applications are easy to use and easy to learn. "Our temporary staff are up and running on Wolf very quickly and seem to really enjoy using it," she commented. The billing clerk at Health Services, Nancy Gocal, has used many billing systems and finds Wolf more than meets their needs. Commented Debbie Bruckner: "You know a system works when it is just not an issue; Wolf Billing just quietly does its thing in the background and we are very happy with it. It meets the billing needs of the Health Services group very well."

