


Student Health Services, Langara College Vancouver, BC



Langara College, located in Vancouver BC, serves a regular student population of approximately 7000; a large number of the 700 staff and faculty members and their immediate family also use the centre.

Since 2003 Langara has used Wolf Medical Suite to document patient encounters, check electronic labs, manage a dynamic appointment schedule, and manage all their billings for 2-3 physicians, a nurse, a psychiatrist and a psychologist.

“Our Wolf EMR software is just wonderful in so many ways. Not being computer savvy, I’ve found Wolf very easy to use and very user friendly”.

Claire Talbot, MD

Langara College, located in Vancouver BC, serves a regular student population of approximately 7000; a large number of the 700 staff and faculty members and their immediate family also use the centre. Students are encouraged to access health services for immunizations, prevention and treatment of sexually transmitted infections, birth control counselling and supplies and short term counselling and stress management; physicians are also available for the assessment, diagnosis and treatment of medical conditions. Langara Health Services is staffed by a nurse, physicians, and a medical office assistant; a psychologist is available one day per week and a psychiatrist is available two days per week. The nurses and medical office assistant are first-aid trained and can assess acute injuries that may happen on campus or en route to Langara College.

EMR and Student Health Services

Like many Student Health Centres, Langara faced a number of challenges in serving a large and mostly short-term patient base. What originally led them to move their paper-based practice to an EMR system in 2003 was a practical one – what to do with the growing number of paper charts. Explained Dr. Claire Talbot, “Because we are a student health centre, we have high patient turnover; we see many of our patients for a short period of time and then never see them again. However, we still have to store charts for 10 years so we were facing a big issue with storage.” Langara was faced with either finding more storage space or making the move to an EMR.

After looking at 4 or 5 systems, Langara selected Wolf for their EMR needs. The primary reasons for choosing Wolf were ease of learning, ease of use, and support. Asked if these original decision factors still hold, Dr. Talbot says, “Absolutely!”

Another common aspect of serving the medical needs of a student population is that students’ schedules can be very unpredictable. Like many student health services centres, Langara offers its students the flexibility of scheduling appointments or dropping in. On any given day no-shows are common, so having a flexible booking system that allows them to easily manage a dynamic appointment calendar is critical.

Because students can visit one of a few physicians or the nurse, having the Wolf EMR system helps to standardize the patient record. Most patients are in the 18-25 age range and commonly present with flues and colds, infectious diseases, mental health concerns, common dermatological complaints, and gynecological health issues. Most students use Langara Health Services while they are at the college, however many also utilize walk-in clinics on weekends. Being able to link labs and other important documents to the patient record is important to keeping a complete patient record and delivering a continuity of care.

Dr. Talbot finds that the Wolf Clinical application allows personnel to quickly document patient encounter notes; because students might visit one of a number of practitioners while they are at Langara, being able to view the legible encounter history at-a-glance is particularly useful.





Many students and staff also come to Langara for their immunizations and allergy shots. "They are so easy to record." Being able to access medical information from the Internet during the appointment and generate patient hand-outs is also very helpful.

Staff and their families often have family doctors elsewhere but will use Langara when they are on campus. Dr. Talbot commented that it's easy to receive, review and forward electronic labs – which they receive from MDS Metro via Medinet and BC Bio via Excelleris – on to other family physicians if required.

Messaging helps with the quick and easy flow of information between the front desk and the physicians and the nurse. Finally, she said, "Referrals are great. It takes just 10 seconds to do a referral. Whereas I used to have a pile of charts at the end of the day to type referral letters up for, I now complete each letter before the patient leaves the clinic."

Summarized Dr. Talbot: "Our Wolf EMR software is just wonderful in so many ways. Not being computer savvy, I've found Wolf very easy to use and very user friendly."

Top Benefits for Langara Student Services

- Eliminated the high cost and space requirements for the growing quantity of paper charts for a high-turnover patients base
- Flexible scheduling allows them to manage a mix of drop-in and booked appointments and adjust easily to accommodate no-shows
- Able to quickly review legible encounter histories, allergy shots, and immunizations
- Able to quickly and easily generate comprehensive referral letters "in just 10 seconds."
- Excellent messaging; keeps information flowing between the front office, physicians, nurses and counselors
- Chose Wolf for its ease of learning, ease of use, and responsive customer support
- Accesses Internet during patient visit to generate patient hand-outs

