

# Student Health Centre Business Process

# PURPOSE

The purpose of this document is to describe the main administrative procedures associated with the provision of services and activities of the Student Health Centre (SHC).

# RESPONSIBILITY

Responsibility for these procedures is held by the SHC Administrator, under the guidance of the Nurse Practice Manager.

# PROCEDURE

The services provided at the SHC include:

* General doctor
* Nurse led clinics
* Sexual/reproductive health
* Physiotherapy

The primary administrative procedures associated with the delivery of these services are:

* Management of the booking system/making appointments
* Processing of Payments
* Processing of exam support requests
* Purchasing
* Processing of I grade queries/applications

**Management of the booking system/making appointments**

1. Identify which type of clinic best suits the needs of the student.
2. Registration of the student’s details in Socrates.
3. Booking of the appropriate time slot.
4. Arrange payments.
5. Sign post students to the waiting room.
6. Provide instruction on check-in.
7. No shows are recorded in Socrates.

**Processing of Payments**

1. Payments are processed at the time of booking an appointment by card over the telephone using an integrated software programme.

**Processing of Exam Support Requests**

1. Manage queries and process required documentation.
2. Details logged in student’s record.
3. Academic Registry notified of request via Topdesk.

**Purchasing**

1. Items are purchased in line with [UL purchasing guidelines](https://www.ul.ie/finance/our-services/procurement).

**Processing of Grade Queries/Applications**

1. Processing of applications and queries as per the University’s Standard Operating Procedures (to be ratified at the I Grade Committee in May 2023).

# RECORDS

**Record Keeping and disposal**

1. Records are held by the SHC for the period defined by individual processes. All members of staff operate in accordance with the [University’s Records Management and Retention Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/RecordsManagement%26RetentionPolicy_0.pdf) and the [HSE Retention Policy](https://www.hse.ie/eng/gdpr/data-protection-covid-19/record-retention-policy-2013.pdf).
2. Responsible for checking any paper records still held are disposed of at the relevant time.
3. Responsible for liaising with software provider to initiate removal of electronic records at the appropriate time.

# DOCUMENTATION

All documents related to the above KBPs are currently contained within the SHC’s working guidelines which is stored on the SHC shared drive. The SHC adheres to all relevant UL and HSE policies and guidelines.

# PROCESS VERIFICATION

The processes of the SHC are audited annually through the QMS.

# REVISION HISTORY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revision No.** | **Date** | **Approved by:** | **Details of Change** | **Process Owner** |
| 1 | July 2013 | Niall Cahill | Initial Release | Niall Cahill |
| 2 | July 2017 | Claire Kearns | * Inclusion of additional procedures and updates to existing ones. | Claire Kearns |
| 3 | Nov 2018 | Claire Kearns | 1. *Inclusion of additional wording suggested at Audit Meeting* | Claire Kearns |
| 4 | Aug 2019 | Claire Kearns | * *Addition of Appendix 1* * *Amended procedures wording to include “nurse led clinics”.*  1. *Addition of storage of cash in a secure safe to Processing of Payments Received.* | Claire Kearns |
| 5 | Aug 2021 | Claire Kearns | 1. *Updating of document to reflect changes to procedures due to the pandemic.* | Claire Kearns |
| 6 | Nov 2021 | Claire Kearns | * *Addition of technology management to list of procedures*  1. *Updating of document to reflect changes to procedures due to the pandemic.* | Claire Kearns |
| 7 | Dec 2021 | Claire Kearns | 1. *Updates recommended at internal audit* | Claire Kearns |
| 8 | Feb 2023 | Claire Kearns | * *Updates to I grade process* * *Removal of Technology Management section as this is not a process*  1. *Update to Emergency Response Procedure* | Claire Kearns |
| 9 | Apr 2023 | Claire Kearns | * *Transfer of KBPs to new template and revision as necessary.* | Claire Kearns |
| 10 | Aug 2023 | Claire Kearns | * *Inserted SAD logo* | Claire Kearns |