

MISSION

The health center is a primary care ambulatory clinic staffed with physicians, nurse practitioners, nurses, pharmacists, a physical therapist, and support staff. Students are eligible to receive care for illnesses, injuries, mental health, and chronic medical conditions.

Baylor University Health Services is accredited by the Accreditation Association for Ambulatory Health Care, Inc.

BY THE NUMBERS

20,937

Total Office Visits

7,903

Unique Patients

16,372

Prescriptions Filled

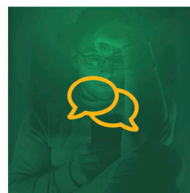
HIGHLIGHTS

- Hosted **8** separate flu shot clinics on Waco and Dallas campuses
- **1,232** flu shots administered
- **580** COVID vaccines provided
- **1,393** Psychiatry visits
- **1,650** Physical therapy visits

Key Accomplishments

- Prompt pay discounts were implemented to offer uninsured, under-insured, and cash pay students healthcare at reduced costs.
- Changed front desk office personnel which improved patient satisfaction scores regarding staff courtesy and helpfulness from 78% to 96%.
- Increased the number of web-booked available appointments to improve same day appointment availability and ease of scheduling appointments.
- Partnered with Academic Live Care which offers on and off campus students 24/7 on-demand telehealth services for urgent care, psychiatry, counseling needs.

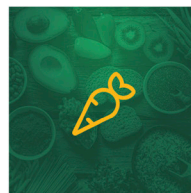
Support when you need it_



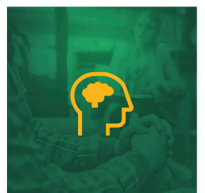
On-demand medical care_



Learn about nutrition_



See a psychiatrist_



MOVING FORWARD

Goal 1- Provide 1,500 or more flu vaccines next year.

Goal 2- Create a new primary care provider position to facilitate same day appointment availability and urgent care appointments.

Goal 3- Successfully renew clinic accreditation with AAAHC, Accreditation Association for Ambulatory Health Care.