

## Showcase Medical Assistants effectiveness to provide patient care in a more efficient way at UC Berkeley University Health Services and how it may be implemented at other colleges



#### Introduction

At the University Health Services, our Primary Care Clinic offers a range of specialized procedure services to support students health. These procedures are typically scheduled promptly after a student has been seen by their Medical Provider. The Medical Assistant's in our clinic perform the following services:

- Adhd vital signs monitoring
- Blood pressure self monitoring training and loaner equipment
- Ear irrigation
- Electrocardiogram (EKG)
- Orthopedic supplies
- Fitting and training of canes and crutches
- Nebulizer treatments (currently on hold due to COVID-19 protocols)
- Flu vaccinations

These services are designated to ensure students receive comprehensive care in a convenient and timely manner. Our team is dedicated to provide efficient and high quality support to meet students health needs.



### Methodology

This data was obtained from IT and it indicates the number of students served in the procedure clinic for the year. The academic year is from August 1st through July 31st. The visits included in this research are: ADHD vitals signs visit, blood pressure training and loaner visit, ear irrigation visit, EKG visit, ortho supplies and fitting visit, cane and crutches training visit, nebulizer treatment visit, and flu vaccine visit.

Prior to COVID-19, flu shots and nebulizer treatment visits were done in the Procedure Clinic by the Medical Assistant. It is in the current process of having these visit types incorporated again.

Procedure Visit Count from 2017 to Present:

Academic Year is 8/1-7/31

### Conclusion

Providing students with access to these services on a same-day basis is highly beneficial, as it reduces the need for them to schedule additional appointments. This approach improves student care efficiency while supporting Urgent Care by preventing delays, prioritizing critical cases, and reducing wait times. Additionally, this model positively impacts our Medical Assistants by enabling us to maintain and further develop our clinical skills, as we can continue providing quality care without unnecessary disruptions. Overall, this system improves the flow of services, benefiting both students and the broader healthcare team.

"It was all smooth and everyone was accomodating" - Anonymous from patient

# Research









