

**Health and Related Services Survey:
A Compilation of E-Mail Suggestions
Received from Columbia College
Students**

Columbia College Student Council

January 22, 2002
Columbia College Student Council
Health and Related Services Survey

Summary of E-mails Received from Students:

Praise

- Positive, helpful experience in Primary Care (2 e-mails)
- Efficient response to immunization forms
- Friendly and helpful service while receiving flu shot
- Positive Experience in Women's Health Division (4)

Administrative problems

- Long wait (5)
- Improve efficiency: Went to get burn treated, waited for 60 —90 min. until seen
- Lack of organization and efficiency, although treatment and diagnosis were thorough
- Complaint about policy change of paying for lab tests to be sent out through one's own insurance
- Why closed on Sundays? Should have longer hours on weekends
- Suggestion for Nurse Practitioner in the front desk: Dispense useful medical advice for a walk-in patient looking for general treatment information
- Difficulty in scheduling appointments when one needs to be seen immediately (2)
- Understaffed
- Misplaced measles shot report although faxed 3 times to the office
- Canceled student medical insurance but still charged by the office
- Staff should explain how long one needs to wait; staff just makes the patient sit there
- Extend Primary Care hours until 10pm to adapt to student needs and schedules
- Lack of Privacy
- Few available appointment times

Professionalism?

- Misdiagnosis of throat problem: told it was a cold, patient felt that the diagnosis procedure was unprofessional
- Unprofessional follow-up procedure and incorrect test results read to patient
- Sloppy diagnosis: told to take Robitussin for a cold, need to ask for proper medicine for bronchitis
- Lack of follow-up to important test results (2)
- Some doctors need more training

- Attitude of receptionist and doctor was cold and distant
- Staff not taking student complaints seriously

Treatment complaints

- Patient told to buy cough medicine during winter break even though the student had a severe ailment
- Staff disregards the severity of symptoms for health problems such as ear infection, knee injury, bronchitis
- Quality of care varied, sometimes misdiagnosed
- Allergic reaction to medicine diagnosed as a panic attack
- Misdiagnosed with oral herpes and had bought expensive medicine

Special concerns

- Concern about racially insensitive comment made by a staff worker
- Feel need for more outreach regarding Eating Disorders: stickers, signs, information
- suggestion of EDPAs: Eating Disorder Peer Advisors
- Suggestion of infirmary for students who feel ill, a place to be taken care of and not be left alone and untreated; also for overnight monitoring (exists at Princeton and Harvard)
- Suggestion of athletic trainers and proper facilities to deal with sports-related injuries for non-varsity/intramural athletes

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