

## Obstacles obscure observation



Krista Goodman/Index  
Senior Zach Harrelson, president of Truman's Astronomy Club, and freshman Yannick Roell, Astronomy Club member, attend Tuesday's Observatory open house, though the sky proved to be too cloudy to stargaze. The club sponsors open houses every other week.

## Health center launches online scheduling service

BY BAILLIE JAMES  
Staff Reporter

The Student Health Center activated an online scheduling system this week to provide students with another option for

setting appointments.

This system allows students to view and request available appointment times through the Vivature program. The health center then sends an e-mail confirming the requested time

or assigning a student to the next available time.

Online scheduling through Vivature is included in the school's contract with Highland Campus Health Group, the third-party billing company the

health center started using in spring 2010 when it switched to billing students' insurance.

The implementation of this program comes at no extra cost for the health center.

Brenda Higgins, director of the health center, said online scheduling has been available to the University since the contract with Highland was established, and that two or three students figured out how to make appointments online even before instructions were released. Higgins said she waited to implement online scheduling because she wanted her staff to be comfortable with insurance billing through Highland before adding another change.

"When we started the insurance billing last spring, one reason we did that is so we would have the option with [Highland] to offer online appointments," Higgins said. "Hopefully it will be more efficient for both students and for front desk personnel. It's much easier to confirm an appointment online than to go through multiple appointment times that are available and pick out the one that works best for the student."

Higgins said that in the past some students have expressed discomfort with discussing

reasons for appointments when scheduling them. The program also offers an online payment method.

"I really think that students will find it so much more convenient," Higgins said. "It might be 2 a.m. when you are thinking 'I really do need to make an appointment tomorrow.' If you do it right then from your computer, it may not be confirmed until 8 a.m., but you've done your part. Then at 9 a.m., when you get up and go to your computer, you'll have your confirmation message. It's superior to the old system."

Higgins said the next step will be to try to place the medical history form online for incoming freshmen to fill out, hopefully by fall 2011. She said in spring 2010 the health center put links online to medical paperwork such as the insurance form and the emergency contraception form.

Micah Wong, director of engineering at Highland, said that approximately a year ago the company started offering Vivature free of charge to any group/company billing through Highland. He said the company needed something more to offer to health centers than just insurance billing services.

"There's specific gov-

ernment standards that we need to follow and be compliant with in order [to] keep everyone's information secure," Wong said. "Like any other health industry software, it has to be HIPAA compliant in order for us to actually market the product."

Wong said Vivature offers places for students to enter personal health information, such as emergency contacts, primary health-care provider, insurance carriers, family medical history and personal medical history. The program also has a medical library, which students can use to research medical information about medication, symptoms or diagnoses.

Senior Kristin Lowry said she uses the health center approximately once every school year and typically walks in to make her appointments. Lowry said she thinks online scheduling is a good idea, especially if someone needs an appointment for the next day.

"I know sometimes if I forget, I can just go online," Lowry said. "E-mailing would be good because then I don't have to go back to campus or call. Not everyone likes to call people. I'm not really a fan of calling people."

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