



# CareFlow Student Health Records & Glenelg Country School Improve Parent Compliance & Access to Key Information during Emergencies

## PRESTIGIOUS PRIVATE SCHOOL SHARES CRITICAL BUSINESS ISSUE THAT ENCOURAGED THE IMPLEMENTATION OF AN ELECTRONIC STUDENT HEALTH RECORD SYSTEM

Glenelg Country School, an independent co-educational school in Ellicott City, Maryland, realized they were not handling their emergency care information for their students in the most efficient way and wanted an easier way to communicate this information between divisions, all while making the required annual collection of information for their parent population easier.

Bill Pickett, Chief Information Officer at Glenelg Country School and Deb Dettmer, Head Nurse, worked with the School's health staff and physical trainer to seek a solution that would solve their fragmented process of collecting and managing their emergency care information for their students.

Like many schools that collect this information from parents using a paper process, the amount of paper received can be overwhelming.

"We had two processes to collect emergency contact information. One online, managed by the academic divisions and one on paper, managed by the nurses. They were two independent

processes, which created a potential problem for contacting parents in an emergency situation."

Along with the school becoming frustrated with their process, it was a tedious annual task for parents, and the parent population would repeatedly submit missing or incorrect information.

The school is comprised of 4 divisions and since the paper files were stored by division, the students were limited to which nurses they could see. They would need to visit the health center where their paperwork was stored.

After this information was collected, storing and communicating this information to the proper staff and communicating about student care around campus were also issues.

"Communications were hampered. The nurses and physical trainer were operating in isolation, i.e. a sport-related impact injury would happen and the nurse would not have the student's background information.

Students' status of "limited duty" for sports was often not communicated to coaches."

Bill Pickett and Deb Dettmer knew it was time to streamline this process for their community. . . Wanting to utilize their student data stored in WhippleHill, Glenelg Country School selected one of WhippleHill's partners, CareFlow Electronic Student Health Records, as their vendor of choice. When CareFlow integrates with WhippleHill, it provides an instant sync of data in a single system with updated information from parents.

The required information that had been completed is then automatically filed in the appropriate places for the parents. The information only needs to be updated on an annual basis.

"The forms and online questionnaire process created a more simplified and self-validating submission process. With the barcoding and parents self-submission, forms were automatically filed in the appropriate places.

## CAREFLOW STUDENT HEALTH RECORDS & GLENELG COUNTRY SCHOOL IMPROVE PARENT COMPLIANCE & ACCESS TO KEY INFORMATION DURING EMERGENCIES

The system integrated with the Nurses and Physical Trainer processes and didn't recreate it. It created a holistic view of a student's medical and sports injuries. It offered a systematic notification process to parents, coaches, athletics and each other."

After CareFlow was selected as the solution for Glenelg Country, Pickett stated that CareFlow strengthened parent's confidence in our information and health systems.

**"CareFlow is one of a few information system companies that strike the right balance between a custom and standardized product. They are willing to listen to concerns and create solutions when it benefits the whole. However, to their credit, they also strive to keep the product standardized so that it will be sustainable.**

**They know their market, and are focused on providing a great product that meets our needs!"**

CareFlow is an electronic student health record program focused on efficient healthcare management for your school.

Contact CareFlow for more information:

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