



MEDPROCTOR CASE STUDY

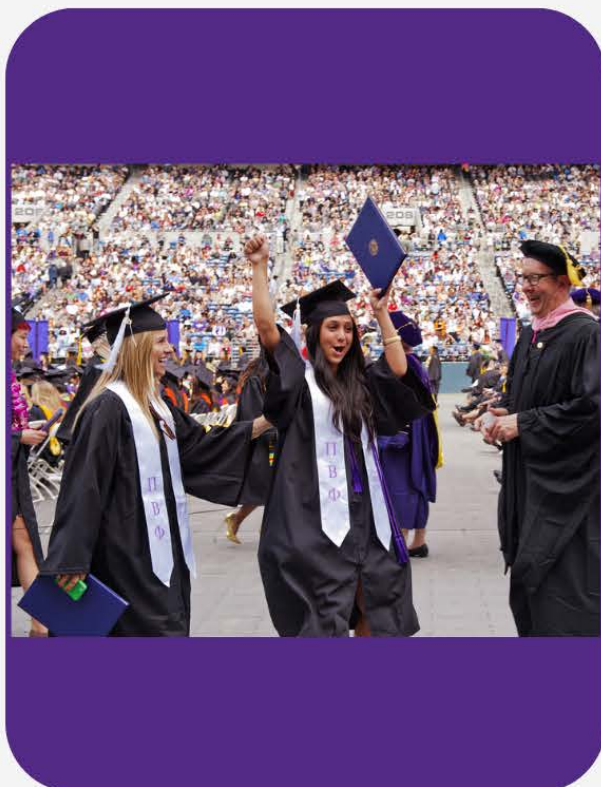
UNIVERSITY OF WASHINGTON
HEALTH SCIENCES



UNIVERSITY *of* WASHINGTON

Med+Proctor Aids the University of Washington in Streamlining the Student Immunization Records Collection and Verification Process

Thousands of student health records are processed securely and efficiently through seamless software and dedicated service



CHALLENGE



- Collecting and verifying required student immunization records at the University of Washington was a manual, time-intensive process. Each year, thousands of new students submitted records that had to be individually reviewed, entered, and approved by student health center staff.
- Clinical staff were routinely pulled away from their primary responsibilities to assist with data entry and compliance management. Seasonal volume spikes required overtime, yet delays persisted. Students often faced long wait times for updates, unnecessary enrollment holds, and limited access to historical records.
- Adding to the complexity, every program—including graduate health sciences—used a different process for collecting and managing compliance. Consolidating these fragmented systems into UW's central student information system created major IT delays and bottlenecks.



“Each summer/fall, our staff were working overtime, and overflow still landed on clinical staff.

With MedProctor, UW no longer needs dedicated compliance staff or overtime support during the busy season.”

Joshua Halbert,
Assistant Director, Health
Informatics & Data Strategy

SOLUTION

Med+Proctor's immunization verification system transformed the way UW manages student health compliance. By automating record collection, review, and communication, the platform relieved staff of time-consuming manual tasks and reduced errors.



With MedProctor's tagging system and automated work queues, communication shifted from custom, one-off student emails to streamlined, pre-written messages triggered by status updates.



"MedProctor has allowed our front desk staff to shift their focus entirely to the immediate needs and care of patients seeking medical services at Husky Health."



Kim Jarosic,
Patient Service Center Supervisor

- **Seamless IT Integration** – Integration with UW's student database ensured real-time accuracy.
- **Customization & Agility** – Staff can add/remove requirements, update instructions, or edit communication language instantly without vendor delays.
- **Holistic Compliance Review** – The system evaluates requirements in context (e.g., two live vaccines given too closely together).

"The ability to integrate with our student database was the biggest improvement. The agility to update requirements or instructions on the fly has been transformative. Access to the technical team has been a huge differentiator."

Joshua Halbert,
Assistant Director, Health Informatics
& Data Strategy

Since Adopting MedProctor, UW has:

RESULTS

- Eliminated the need for dedicated compliance staff.
- Freed clinical staff from administrative tasks and overtime.
- Reduced student communication delays and processing times.
- Gained a flexible, integrated system supporting both health sciences and undergraduate programs.

"I'm thoroughly pleased with MedProctor as an exceptional partner in evolving times, needs, and continuous updates as we find what works best for student, compliance staff, and the larger UW institution."

Emmelynne Bertram,
Program Operations Manager
for HSIP & IVP

"Since the implementation of MedProctor, students have had fewer complaints about the difficulties of the website, and require less one-on-one explanation of the requirements, rejections, and subsequent actions. MedProctor staff have been incredibly attentive to our requests, and often within the day of our request. MedProctor has worked tirelessly with our department to create a better system for compliance staff to maintain information in one unified system."

COMPANY OVERVIEW



www.medproctor.com



help@medproctor.com



Med+Proctor is a healthcare technology company headquartered in Nashville, TN. The Med+Proctor platform automates the immunization verification process for colleges and universities and is currently in use in 31 states, serving hundreds of thousands of students each year.