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Clinic Visit Trends Among Students in A Selected Private School in Manila: A Basis for an Enhanced Operational Development Plan

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ABSTRACT

This study examined clinic visit trends among students at a selected private school in Manila from School Years 2022–2025 to inform an Enhanced Operational Development Plan. Specifically, it described the demographic profile of clinic users, determined clinic utilization patterns, examined the relationships between students' demographic characteristics and clinic utilization patterns, and developed evidence-based recommendations to improve school health services. A retrospective descriptive research design was employed using existing school clinic records from School Years 2022–2025. Purposive sampling included all officially documented clinic visits during the study period. Collected data included students' demographic characteristics, temporal characteristics of clinic visits, types of services availed, major complaint categories, and case dispositions. The results showed that most clinic visitors were female high school students aged 12 to 15 years, with no past medical history and complete immunization records. Clinic utilization was highest during the first quarter and on Mondays. The most common complaints were neurologic and general symptoms, followed by injuries, trauma, gastrointestinal conditions, and musculoskeletal complaints. Medical consultation was the most utilized service. Significant relationships were identified between educational level and temporal characteristics of clinic visits, supporting evidence-based operational planning. These findings informed adolescent-centered health promotion and improved service planning efforts.

Keywords: *School clinic, clinic utilization, clinic visit trends, school health services, retrospective descriptive research, operational development plan, student health*

INTRODUCTION

Schools play a vital role not only in education but also in promoting students' health and well-being. School Health Services (SHS) in school clinics provide preventive care, early disease detection, and immediate medical care to support students' academic performance and overall development. However, many school clinics in the Philippines still face challenges, including inadequate resources, inconsistent staffing, and limited use of health data for planning and decision-making.

School health services are important; however, limited empirical data exist on student use of school clinics, especially in private schools. Little is known about prevalent health issues, trends in clinic use, and service needs, which restricts school administrators' capacity to develop evidence-based health programs and allocate resources appropriately.

To address this gap, this study investigated the trends in clinic visits among students at a selected private school in Manila for School Years 2022–2025. The study determined the demographic characteristics, patterns of clinic utilization, and significant relationships among study variables to support the formulation of an Enhanced Operational Development Plan that

aims to improve the efficiency, responsiveness, and quality of school health services to better address students' health needs.

Statement of the Problem

This study sought to answer the following questions:

1. What is the demographic profile of students who visited the clinic from school years 2022 to 2025 in terms of:
    1.1 Gender
    1.2 Age Group;
    1.3 Educational level;
    1.4 Past Medical History; and
    1.5 Immunization Status?
2. What are the clinic utilization patterns from school years 2022 to 2025 in terms of:
    2.1 Temporal characteristics of clinic visits (quarter of the years and day of the week of consultation);
    2.2 Time of Consultation
    2.3 Major complaint category; and
    2.4 Disposition of cases (Discharged, Sent Home, Referred for Further Care)?
3. Is there a significant relationship between educational level and the temporal characteristics of clinic visits from school years 2022 to 2025 in terms of:
        3.1 Quarter of the year; and
        3.2 Day of the week?
4. Is there a significant relationship student's profile and clinic utilization patterns from school years 2022 to 2025 in terms of:
        4.1 Type of service availed;
        4.2 Major Complaint Category; and
        4.3 Disposition of Cases?
5. What operational plan can be enhanced to improve the school clinic based on the identified clinic visit trends and student health service utilization patterns from school years 2022 to 2025?

Scope and Delimitations

This study was limited to analyzing clinic visit records of all students from Pre-kindergarten to College level in Manila from Academic Years 2022–2025. It does not cover health incidents that occur off campus or are managed by parents/guardians at home. The data is retrospective and depends on the completeness and accuracy of clinic records.

Review of Related Literature

Previous studies have indicated that a variety of physical, mental, and psychosocial health issues are common in school clinics, including obesity, dental and vision problems, gastrointestinal and respiratory illnesses, injuries, and mental health conditions, underscoring the need for preventive care and early intervention in school settings (Al Daajani et al., 2021; Lo et al., 2020; Pinyopornpanish et al., 2021). Furthermore, studies have demonstrated that there are significant correlations between student demographics such as age, gender, educational level, and health status and clinic utilization, emphasizing the importance of student-centered school health services (Hayes et al., 2023; Orok et al., 2024; Sharma et al.,2025). In addition, studies have shown the utility of school clinic data for operational planning, enabling schools to enhance health promotion, service delivery, and implement data-driven interventions through effective documentation, monitoring, and stakeholder

engagement (Atak et al., 2023; Bello & Onifade, 2022; Jain et al., 2022; Kontak et al., 2025; Rungan et al., 2025; Sabando & Alo, 2021; Soultatou et al., 2023).

Theoretical Framework

This study is anchored in the Andersen Behavioral Model, Health Belief Model, and Donabedian Model, which explain healthcare utilization, health-seeking behavior, and healthcare quality. These theories are integrated within an Input–Process–Output (IPO) Framework, in which clinic records serve as the input, retrospective data analysis as the process, and the Enhanced Operational Development Plan as the output, to improve the quality and effectiveness of school health services.

Conceptual Framework

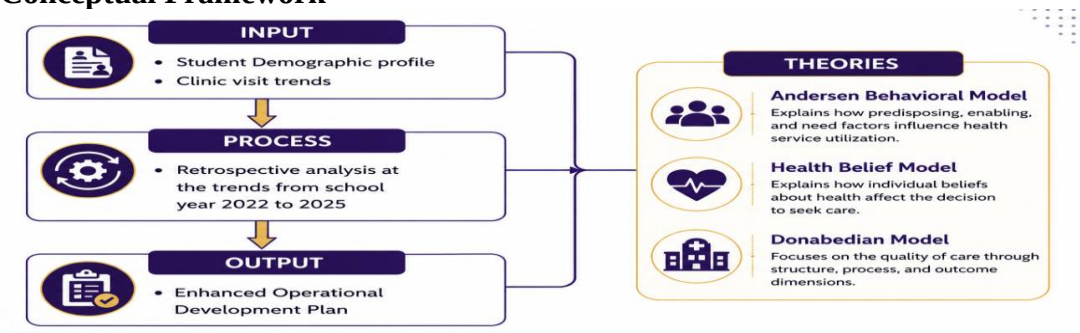

Figure 1: Conceptual Framework

METHODOLOGY

Research Design

A retrospective descriptive research design was used in this study. The study utilized existing school clinic records to describe trends in clinic utilization and to identify patterns without manipulating any variables.

Research Steps

The research began with a thorough review of relevant literature and theories to establish the research basis, identify knowledge gaps, and guide the development of an evidence-based Enhanced Operational Development Plan.

Data Collection and Sample Selection

We used purposive sampling. We included all officially documented clinic records for students who visited the school clinic during School Years 2022–2025. Relevant demographic and clinic utilization data were extracted from official health records.

Data Analysis Methods

Data were coded in Microsoft Excel and analyzed using descriptive statistics, including frequencies, percentages, weighted means, and cross-tabulations. The Chi-square Test of Independence was used to assess significant relationships among the study variables.

Research Hypotheses and Validation

The study tested the null hypotheses that there were no significant relationships between educational level and the temporal characteristics of clinic visits, and between students' demographic profiles and clinic utilization patterns. The chi-square analysis showed significant relationships among these variables; therefore, the null hypotheses were rejected.

Study Limitations and Ethical Considerations

Prior to the data collection, institutional permission and ethical approval were obtained. Anonymity was maintained for the students' records to protect their confidentiality. The students' records were only used for academic purposes, kept securely, and scheduled for permanent destruction after the study.

RESULTS AND DISCUSSION

SOP 1. The clinic population was composed primarily of female adolescents aged 12–15 years who were enrolled in high school, had no prior medical history, and had complete immunization records.

SOP 2. Most frequent clinic utilization was in the first quarter and on Mondays. The most commonly availed service was medical consultation. Neurologic/general symptoms were the most common complaint, followed by injuries/trauma and gastrointestinal conditions. Most students were managed in the school clinic and discharged to home care.

SOP 3. Chi-square analysis showed a statistically significant relationship between educational level and both quarter of the year and day of the week of clinic visits.

SOP 4. Significant relationships were found between students' profiles and the type of service availed, the major complaint category, and the disposition of cases.

SUMMARY

The study found that clinic visitors were primarily female high school adolescents. Clinic utilization was highest in the first quarter and on Mondays, with the most frequent medical consultations and neurologic/general symptoms. Significant relationships were found between the students' demographic profiles and patterns of clinic utilization, which served as the basis for an Enhanced Operational Development Plan to improve school health services.

CONCLUSIONS

The findings show that the analysis of school clinic records provides valuable evidence for the identification of students' health needs and utilization trends, which can be used to develop an Enhanced Operational Development Plan to improve the efficiency, accessibility, and quality of school health services.

RECOMMENDATIONS

Based on the findings and conclusions of the study, the following recommendations are proposed:

- Implement adolescent-centered health programs that focus on menstrual health, mental wellness, stress management, reproductive health, and the promotion of healthy lifestyles to address students' predominant health needs and demographic characteristics.
- Enhance school clinic services by strengthening health promotion activities, optimizing medication inventory, improving emergency preparedness, and establishing referral partnerships with healthcare facilities for diagnostic and specialized services.
- Strengthen preventive healthcare by conducting routine vaccination campaigns, maintaining accurate immunization records, promoting dental and oral health education, and improving the completeness and standardization of health record documentation.
- Improve clinic operations by analyzing clinic utilization trends to optimize staffing schedules, allocating resources during peak consultation periods, strengthening communication among the school clinic, parents, and healthcare providers, and ensuring continuous monitoring of students with chronic or high-risk health conditions.

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AI DECLARATION STATEMENT

AI-supported tools helped with grammar and structure in creating this article. No AI tools were used to collect, analyze, or interpret data; all authors are credited for their academic contributions.

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