



## Coming soon: New UTSW Service Center portal

The UT Southwestern Information Resources (IR) team is excited to introduce the new **UTSW Service Center portal**, which is set to launch **Sept. 10**. It features an enhanced ServiceNow catalog and powerful search tools to help you more easily request services and find the information you need.

Additional benefits include:

- A one-stop point for many services, knowledge articles, and support
- A streamlined experience with a modern, intuitive interface designed for ease of use
- Smarter search capabilities to quickly find answers, services, and forms
- Personalized content tailored to your role, location, and past activity
- Improved visibility into the status of your requests and incidents

You'll be able to read more in future communications as the Sept. 10 launch approaches. Until then, you can find answers to some frequently asked questions linked below.

If you have any questions, please contact [itsm@utsouthwestern.edu](mailto:itsm@utsouthwestern.edu).

[More about the UTSW Service Center](#)



## Heat-related illnesses spiking among children

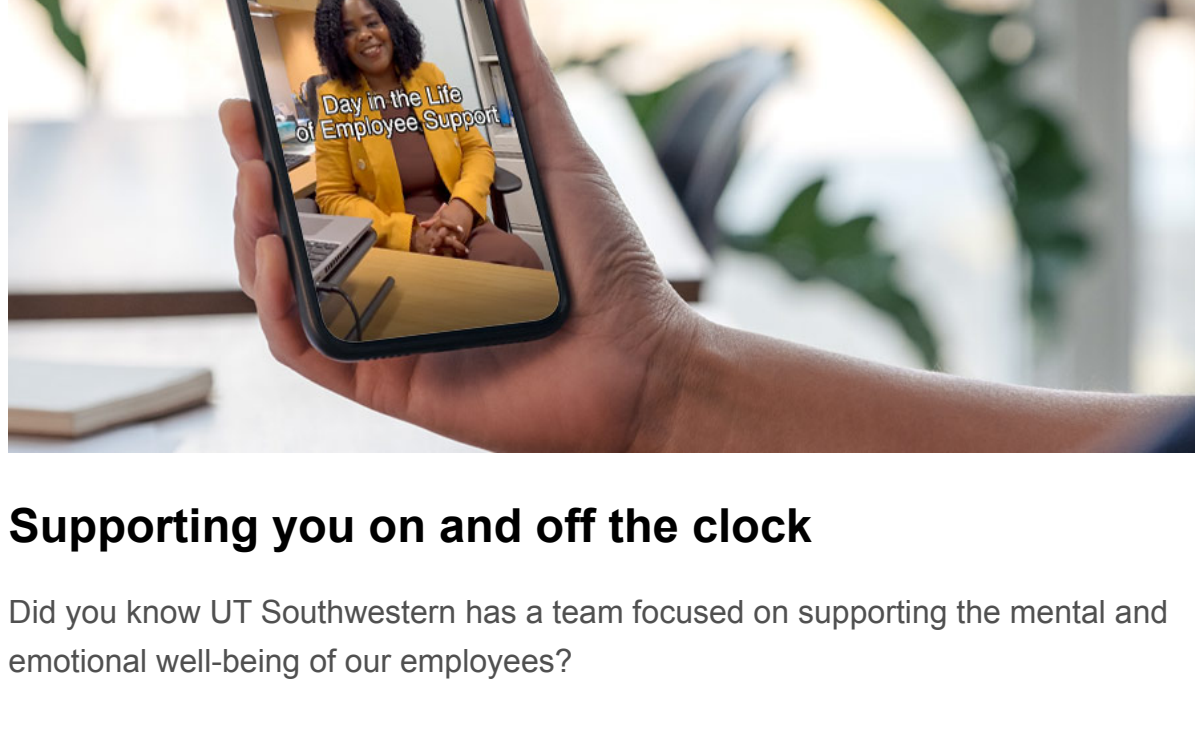
Children playing outside this time of year often have too much fun to know when it's time to catch a break and hydrate. As a result, kids are showing up in emergency rooms with more heat-related illnesses than ever, UT Southwestern researchers found.

A review of emergency visits at Children's Health campuses in Dallas and Plano during the hottest months revealed a 170% increase in heat-related illnesses compared to cooler months. Nearly one in five of these patients required hospitalization.

Compared to adults, children have a larger surface area relative to body mass and lower sweat production. Sweat helps regulate body temperature by facilitating evaporative cooling. Heat illnesses range from mild cramps and fainting to heat stroke, heat exhaustion, and rhabdomyolysis, a potentially fatal condition caused by prolonged exertion that leads to muscle breakdown.

"By identifying trends and demographic patterns, the study raises awareness among clinicians and caregivers to better recognize and protect children at increased risk," said lead author **Taylor Merritt, M.D.**, a third-year pediatric resident at UT Southwestern and Children's Health.

[Read the full study on the Newsroom](#)



## Supporting you on and off the clock

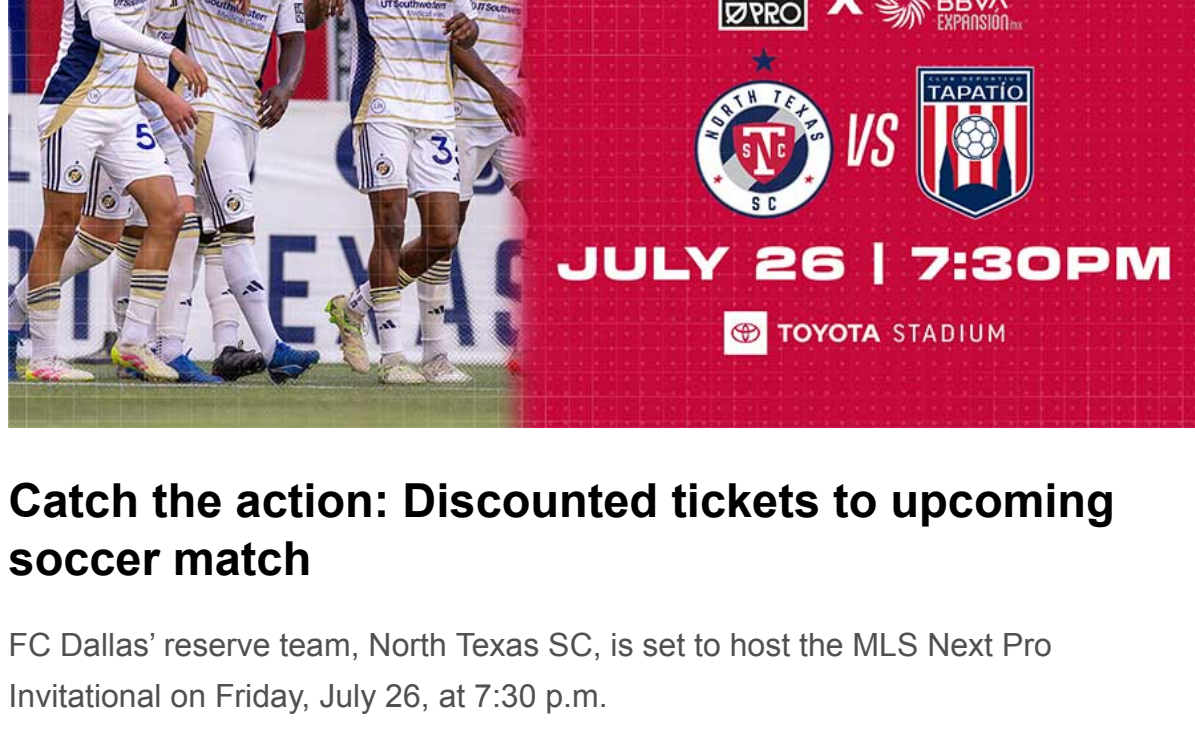
Did you know UT Southwestern has a team focused on supporting the mental and emotional well-being of our employees?

Meet **April Brooks**, LCSW-S, an Employee Support Liaison who plays a vital role in ensuring UTSW is more than just a workplace – it's a community where everyone is seen and heard, and feels cared for.

April is a licensed clinical social worker who plays a key role on the UTSW Employee Support team. She provides steady, compassionate help to employees facing difficult circumstances.

Follow a day in the life of April Brooks and learn about her passion for helping our UT Southwestern community.

[View the story on LinkedIn](#)



## Catch the action: Discounted tickets to upcoming soccer match

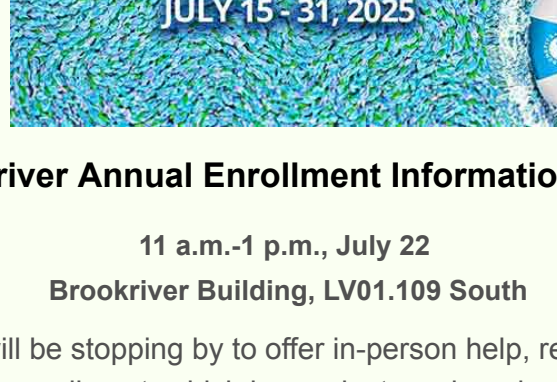
FC Dallas' reserve team, North Texas SC, is set to host the MLS Next Pro Invitational on Friday, July 26, at 7:30 p.m.

As a valued Health Care Partner to FC Dallas, UT Southwestern faculty, staff, and learners can get discounted reserved seats for just \$20 in sections 105-107 or general admission seats for \$10 in sections 108-111.

Email the [UTSW Brand team](#) with any questions and stay tuned for more ticket opportunities throughout the season!

[Get your tickets!](#)

## Insider Guide



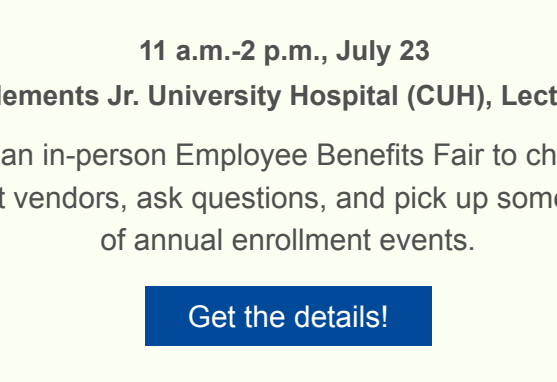
### Brookriver Annual Enrollment Information Event

11 a.m.-1 p.m., July 22

Brookriver Building, LV01.109 South

Our Benefits team will be stopping by to offer in-person help, resources, and more to prepare you for annual enrollment, which began last week and runs through July 31. Visit the [Annual Enrollment webpage](#) for more information and the full list of events.

[Details about the event](#)



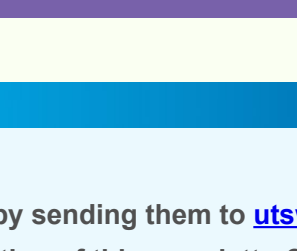
### Clements University Hospital Benefits Fair

11 a.m.-2 p.m., July 23

William P. Clements Jr. University Hospital (CUH), Lecture Hall 2.138

Join our HR team for an in-person Employee Benefits Fair to chat directly with benefits experts and retirement vendors, ask questions, and pick up some swag. [View the full list](#) of annual enrollment events.

[Get the details!](#)



## UTSW Events Calendar

Looking for your daily dose of happenings?

The UTSW Events Calendar is updated every day.

[Click to view upcoming or trending events](#)

Share your *Insider* suggestions by sending them to [utswinsider@utsouthwestern.edu](mailto:utswinsider@utsouthwestern.edu).

Looking for an item in a past edition of this newsletter? Check out our [Insider archive](#).

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