

**Department Service Agreement
Urology and Women's Health Departments**

The following is a collaborative service agreement between the Urology and Women's Health departments. The departments agree on the following scope of practice for the provision of primary care.

Core Competencies:

Urology will provide the following core services or treatment of:

- Patients with complex incontinence or associated with failed incontinence procedure
- Complex incontinence associated with prolapse can be co-managed
- Recurring urinary tract infection
- Urinary tract stones
- Hematuria
- Male factor infertility
- Vasectomy
- Available as intra-operative and inpatient consultant

Women's Health will provide the following core services or treatment of:

- Primary role in the care of pregnant women
- Urinary tract infections
- Significant pelvic prolapse with or without incontinence
- Complex incontinence associated with prolapse can be co-managed
- Female fertility evaluations
- Primary counseling and Federal consent for vasectomy patients referred from Women's Health
- Available as intra-operative and inpatient consultant

Access Agreements

Urology will provide the following access:

- All patients will be offered an appointment within one day for any urologic problem
- All patients requiring an operating room surgical intervention will be offered an OR time within 5 days of that determination
- Immediate access for urgent and emergent conditions.

Women's Health will provide the following access:

- Twenty four hour per day consultation and inpatient care to Urology patients
- Same day access for any outpatient consult
- Continuity appointments offered within 5 days for a clinic appointment
- Surgery offered within 10 days

Consultation / Treatment Process

- *In order to avoid delays referring clinic agrees to use the standard ANMC evaluation and consultation process*
- 8:30 a.m. – 4:30 p.m. use standard ANMC evaluation and consultation process (see flowchart)
- 4:30 p.m. – 8:30 a.m. fax /scan evaluation and consultation form to Urology/Women's Health

Communication Process

- Urology and WH will communicate via chart notes if further information is needed there will be provider to provider contact via phone or email
- Dictated summary of consults, hospitalization, surgery & end of care summary, outlining findings and recommendations for care on all patients to include pain management and anticipated follow-up with guidelines and conditions for return to Urology / Women's Health. Send cc to PCP.

Consultation / Treatment Guidelines (for each referral guideline include graduation criteria)

- The process for approving guidelines:
 - Guidelines developed at department (or other) level
 - Department presents guideline to appropriate Clinical Core Business Group (CCBG)
 - After CCBG approval guideline goes to PIC for final approval
 - After PIC approval guideline is posted on ANMC intranet

- Guidelines available:
 - Balantis/Balanoposthitis
 - Epididymitis/Orchitis
 - Epididymal Mass
 - Hematuria – Pediatric
 - Hydrocele (Adult and Pediatrics)
 - Nephrolithiasis
 - Pyelonephritis, Acute
 - Scrotal Mass
 - Undescended Testicle
 - Urinary Incontinence, Pediatric
 - Urinary Tract Infection, Pediatric
 - Paraphimosis
 - Testicular Torsion
 - Lower Urinary Tract Symptoms (BPH)
 - Impotence
 - Recurrent UTI, adult female
 - Elevated prostate specific antigen (PSA)
 - Prostate nodule
 - Hematuria, adult
 - Urinary tract stones
 - Vasectomy counseling
 - Circumcision counseling
 - Urinary incontinence, adult

Quality Assurance Agreements

- Service agreements will be reviewed, updated and approved bi-annually with final approval by the SCF VP of the Medical Services Division and the ANMC Administrator.
- Training and education needs can be requested by either service. Each service is responsible for responding in a timely manner.
- Quality review of the system will occur on a regular basis. Metrics to include:
 - % of time guidelines are met
 - % of time processes are followed
 - % of time adequate information is provided to consultant clinic
 - % of time adequate information is provided to referring clinic
 - % of time appointment is booked using the phone process
 - % of dictation consultation summary received

William Lubke, MD

Signature of Urology Medical Director

Daniel Szekely, MD

Signature of Women's Health Medical Director

Douglas Eby, MD MPH

Signature of SCF Vice President Medical Services

Dee Hutchison, RN

Signature of ANMC Administrator