

## **Department Service Agreement Urgent Care Center and Women's Health Clinic**

The following is a collaborative service agreement between Urgent Care Center and Women's Health Departments. The departments agree on the following scope of practice for the provision of women's health care.

### **Core Services Agreements:**

Urgent Care Center will provide the following core services:

- Evaluation and immediate management of all patients presenting to the ED who are triaged to the UCC
- Initiate only such diagnostic evaluations which are immediately required for UCC treatment or which will facilitate more efficient management by the Women's Health provider
- Provide stabilizing or definitive treatment of acute and chronic problems as indicated. For example:
  - Emergency contraception
  - STD Treatment
  - STD screening on patients who receive pelvic exams in the UCC
  - Domestic violence screening
  - Pap smears in appropriate patients

Women's Health will provide the following core services:

- Follow-up for all women seen in the UCC who are specifically referred to WHC
- Follow-up / consultation on ASU and non-ASU women referred from the UCC to WHC
- Follow-up of abnormal paps done in UCC

### **Access Agreements**

Urgent Care Center will provide the following access:

- On demand access during hours of UCC operation for all patients presenting to the ED who are triaged to the UCC

Women's Health will provide the following access:

- Within five days, patients referred from UCC
- Follow-up, case management and/or consultation for all women seen in UCC and specifically referred to WHC.
- A Women's Health provider will be available 24 hours a day for emergent questions, consultations and evaluations.

### **Communication Agreements**

Providers in the ER/UCC and Women's Health Department will use the ANMC Referral and Consultation Form to communicate requests for services between clinics. Providers agree to respond as requested on the referral and consultation form.

Verbal and email communication between departments is encouraged to ensure continuity of care.

Last reviewed and revised 6/25/02

**Quality Assurance Agreements**

- Urgent Care Center and Women's Health will establish standards of care for the provision of on-demand health care.
- Training and education processes will be developed based on these standards of care
- Quality assurance measures will be developed and monitored based on these standards of care.

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Signature of UCC Medical Director

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Signature of WHC Medical Director

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Signature of SCF Vice President Medical Services