

Uro^{MA} LUGPA's Essential Urology Training for Medical Assistants

Program Guide for Registrants

Welcome to the UroMA Program, an 8-module online training course.

The UroMA (“Yur-O-M-A”) online course covers important topics related to medical assisting in a urology practice. This program is an interactive online learning experience broken down into seven learning modules. At the end of the course participants will obtain a certificate of completion after passing the final exam in module eight.

Learning Outcomes

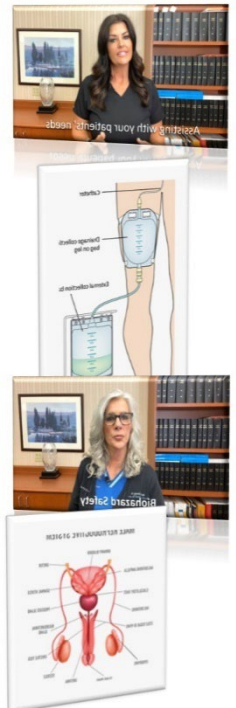
By the end of the course, you will be able to:

- Demonstrate professionalism and perform administrative office procedures in a urology practice.
- Recognize and use medical terminology for the body systems, diagnostic and therapeutic processes including drugs associated with urology.
- Understand clinical responsibilities, including preparing patients for examination and assisting the urologist with procedures, and collection and processing specimens.

Helpful Links and Program Information

Program Info site: lugpa.org/uroma

Contact for Program: Sommer Thornton, sthornton@lugpa.org



Disclaimer

The course is intended to provide awareness and knowledge of the role of a medical assistant in a urology practice and an overview of processes of the urology practice. Since there is variation among urology practices, participants should consult with their supervisor or manager about specific administrative and clinical processes that are used at their practice. This course is not a certificate program or accredited as an educational degree or continuing education program.

Module Topics

Module 1: Introduction

Module 2: The Urology Office

Module 3: Medical Terminology

Lesson 1: Anatomy, Abnormal Conditions, and Testing

Lesson 2: Procedures, Treatments, and Symptoms

Module 4: Medical Assisting Basics

Lesson 1: Making Preparations

Lesson 2: Welcoming the Patient to the Clinic

Lesson 3: Telehealth

Module 5: Urology Clinical Skills

Lesson 1: Urine Diagnostic Procedures and Testing

Lesson 2: Urine Collection Using Catheters

Lesson 3: Cystoscopy Procedure and Instrument Care

Lesson 4: Outpatient Procedures

Lesson 5: Injections and Bladder Instillations

Module 6: Urology Drugs, Rx, Labs, and Specimen Labeling

Module 7: Patient Education

Lesson 1: Health Insurance Portability and Accountability Act (HIPAA)

Lesson 2: Preparing the Patient for Procedures and Self-care

Module 8: Final Exam

Total running time of Modules 1-7 = 6 hours, 10 minutes

(For additional module details, see page 3)

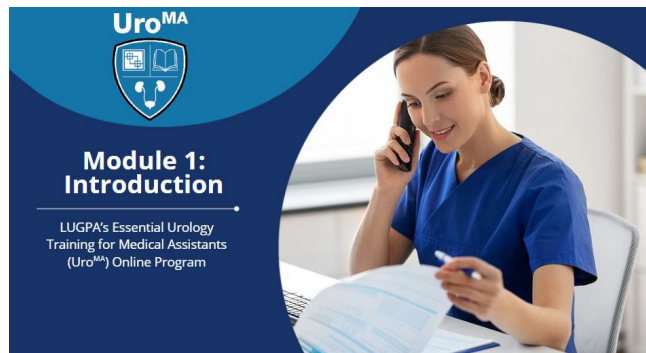
Program Overview

Module 1: Introduction

Module 1 is an Introduction to the UroMA Program. You are given the structure of the learning program and shown how to navigate the application and online environment.

Module Duration: 15 minutes

Lessons: 1



Summary:

This module will provide you with instructions on how to navigate the online program. It will provide you with an overview of the UroMA LUGPA's Essential Urology Training for Medical Assistants program that includes information about the Large Urology Group Practice Association (LUGPA), learning outcomes, program structure, expectations, and requirements to complete the program. It will also highlight important professional skills needed as a medical assistant and the career pathway of a medical assistant.

By the end of Module 1 you will have the knowledge you need to embrace the challenges of the UroMA program and define a clear path for success in your role as a Medical Assistant.

Module 2: The Urology Office

Module 2 introduces you to the clinic and you will begin to understand your role in providing a welcoming and safe environment for patients and coworkers.

Module Duration: 30 minutes

Lessons: 1



Summary:

This module will provide you with information about the urology office setting. It will review the role and responsibilities of the medical assistant to help create an environment that is safe, efficient, and considerate to patients. It will provide you with information about the patient “check in” and “check out” process as well as general reception desk administrative tasks such as entering information into the medical record and scheduling follow-up appointments. You will also learn about end-of-day tasks that you may be responsible for.

By the end of Module 2 you will learn how to:

1. Interact with patients, collect patient information, and improve the patient experience.
2. Increase patient confidence in preparation for treatments.
3. Increase proficiency with administrative tools, check in, and end-of-day procedures.
4. Remain safe and reduce risk to yourself and patients in the clinic.

Module 3: Medical Terminology

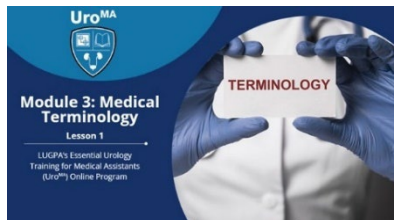
MAs will learn medical terms frequently used in urology to become knowledgeable on how to communicate with patients regarding anatomy, abnormal conditions, symptoms, testing, procedures, and treatment

Module Duration: 60 minutes

Module Summary:

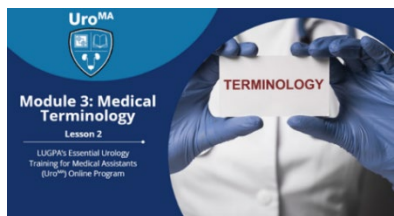
This module will provide you with information about anatomy and physiology terminology associated with urology. Lesson 1 will cover common abnormal conditions in the urinary system that you will encounter with patients in the urology office. You will also learn about common tests, medical imaging, and scans that are used in the diagnosis of urologic conditions. Lesson 2 will cover procedures a MA will assist with in the urology office as well as treatments for urologic conditions. You will also learn about symptoms of common conditions in the urinary system.

Lessons: 2



Lesson 1: Anatomy, Abnormal Conditions, and Testing (30 min)

Lesson 1 Summary: Anatomy and physiology terms associated with urology. Common abnormal urinary system conditions, lab tests and screenings. Surgical procedures and treatments.



Lesson 2: Procedures, Treatments, and Symptoms (30 min)

Lesson 2 Summary: Symptoms of urinary conditions. Procedures on the urinary system. Treatments for conditions of the urinary system.

By the end of Module 3 you will learn:

1. Key terms in male and female anatomy and physiology.
2. Common abnormal conditions of the urinary system and lab tests associated with urology.
3. Ways to show empathy when interacting with patients, viewing, and discussing anatomy and abnormal conditions.
4. Patient symptoms.
5. Medical procedures.
6. Prescribed treatments.

7. How to be more knowledgeable when assisting the physician and responding to patient concerns.

Module 4: Medical Assisting Basics

Medical Assistants will be shown the basic responsibilities entailed in assisting in a medical clinic with setting up the reception area and the exam room for patient visits.

Module Duration: 60 minutes

Module Summary:

In this module you will be provided with information about how to prepare for the patients' visit to the urology office. Lesson 1 will cover the patient reception area as well as patient check in which includes checking medical records for test results and properly setting up the exam room. Lesson 2 will cover the patient intake process including verification of patient information such as chief complaint, primary care physician name, medications, and any other concerns. Lesson 3 covers the roles and responsibility a medical assistant will have in preparing for a telehealth visit.

Lessons: 3



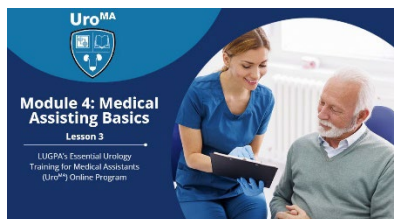
Lesson 1: Making Preparations (20 min)

Lesson 1 Summary: Obtaining all the pertinent medical information from the patient before they see the provider. Recognizing a patient's needs and listening to their concerns. Caring for each patient as an individual.



Lesson 2: Welcoming the Patient to the Clinic (20 min)

Lesson 2 Summary: Ensuring the patient has a pleasant experience during the intake process. Gathering the necessary information on the patient's medications and medical background. Accurately collecting the patient's vital signs.



Lesson 3: Telehealth (20 min)

Lesson 3 Summary: Preparing patients for their telehealth appointment. Launching and setting up the online patient portal for a telehealth visit. Reviewing best practices for a telehealth visit.

By the end of Module 4 you will learn to:

1. Identify the requirements of a professional clinic and office environment, such as patient interaction and record handling.
2. Describe the general office tasks required of a medical assistant in a urology office.
3. Welcome patients and determine their immediate needs and concerns.
4. Record details on a patient's medications and their medical history, including pertinent family medical history.
5. Obtain patients' vitals while preserving their dignity.
6. Describe MA responsibilities as they apply to virtual patient interactions.
7. Communicate with the doctor to provide consistency of care for patients.

Module 5: Urology Clinical Skills

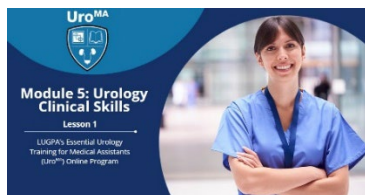
The medical assistant will learn steps in preparing the exam room and patient, and the equipment needed to perform the procedures of a bladder scan, bladder irrigation, and the voiding trial.

Module Duration: 120 minutes

Module Summary

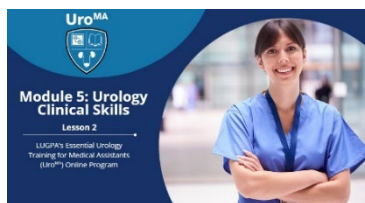
In this module you will learn important steps and information about standard urologic procedures, diagnostics, testing and treatments, as well as review the necessary equipment and supplies needed and how to provide excellent patient care. Lesson 1 will cover common diagnostic procedures and important testing, and the role the MA plays in setting up the exam room, preparing the patient, and performing the procedure. Lesson 2 covers bladder collection procedures that involve catheters including set up, execution, and patient aftercare. Lesson 3 will cover the Cystoscopy procedure and the care of the cystoscope and other surgical instruments. Lesson 4 will cover common outpatient procedures and the role the MA will play in preparation of supplies and patient care. Lesson 5 will cover common injections and the bladder instillation procedure.

Lessons: 5



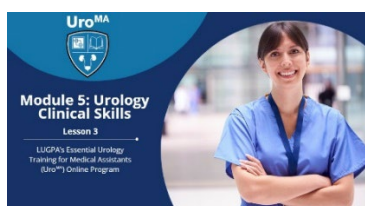
Lesson 1: Urine Diagnostic Procedures and Testing (25 minutes)

Lesson 1 Summary: You will learn standard clinical and diagnostic procedures in a urology office. You will also learn how to set up exam rooms for standard procedures and properly initiate point of care testing such as urinalysis or bladder scan, bladder irrigation, and voiding trial.



Lesson 2: Urine Collection Using Catheters (30 minutes)

Lesson 2 Summary: You will learn the supplies necessary for various catheterization procedures. In addition, you will learn how to perform an intermittent and indwelling catheterization, and how to replace a suprapubic catheter. Lastly, you will learn how to provide excellent patient care after undergoing a procedure.



Lesson 3: Cystoscopy Procedure and Instrument Care (20 minutes)

Lesson 3 Summary: You will learn the supplies necessary for the cystoscopy procedures, the steps involved in performing a cystoscopy, and the cleaning of surgical instruments.



Lesson 4: Outpatient Procedures (25 minutes)

Lesson 4 Summary: You will learn how to set up the exam room for outpatient procedures, and the steps included in performing a bladder biopsy a prostate biopsy. You will also learn the role the MA plays in assisting with a vasectomy and the implantation and removal of a ureteral stent.



Lesson 5: Injections and Bladder Instillations (20 minutes)

Lesson 5 Summary: As you learn about urological procedures, you'll get a sense of the steps you need to take to ensure excellent patient care, the steps and instruments used in injections and bladder instillation, the five rights of medication administration, and the correct procedures for

verifying patient information by reviewing a patient's chart.

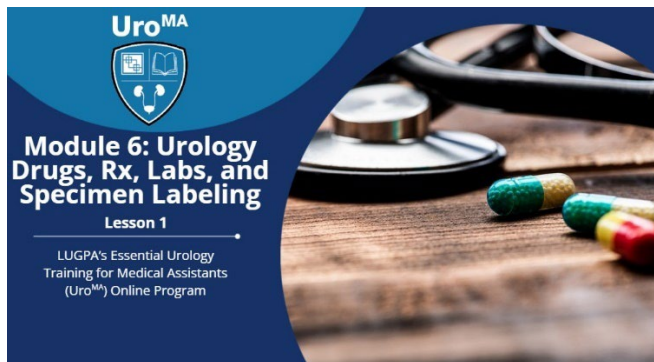
By the end of Module 5 you will learn about:

1. Performing a bladder scan.
2. Performing bladder irrigation procedure.
3. Conducting a voiding trial.
4. Setting up an exam room and patient for a urine collection procedure.
5. Performing three different catheter procedures.
6. Preparing the patient for catheter procedures.
7. Providing excellent patient post-procedure care.
8. Cystoscopy procedures.
9. Differences in the types of cystoscopes.
10. Cystoscope cleaning, drying, and storage.
11. Surgical instrument care.
12. Preparing an exam room and patient for outpatient procedures.
13. Assisting with prostate and bladder biopsies and vasectomies.
14. Assisting with performing a ureteral stent removal.
15. Providing excellent patient care.
16. Preventing crucial mistakes.
17. Following the five rights of medication administration.
18. Reviewing and verifying patient charts.

Module 6: Urology Drugs, Rx, Labs and Specimen Labeling

The medical assistant will review the steps and supplies needed for venipuncture and phlebotomy. A review of the various blood collection supplies and labeling urine specimens will be presented.

Module Duration: 40 minutes



Summary:

In this module, you will learn about common urology drugs and analyze the steps in the venipuncture and phlebotomy procedures, specimen labeling, as well as the selection of correct tubes and other supplies needed to collect blood.

Lessons: 1

By the end of Module 6 you will learn to:

1. Describe drugs used in urology.
2. Educate patients about their prescriptions.
3. Calm a patient through a blood draw.
4. Correctly label a urine specimen.

Module 7: Patient Education

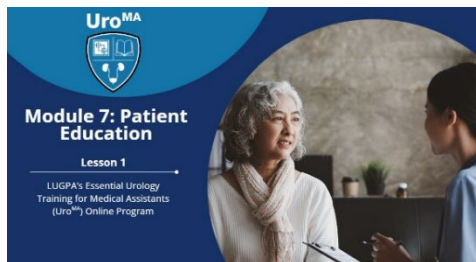
Medical assistants will review steps associated with patient rights, privacy, and consent for receiving medical care. Educating patients about after care will be presented.

Module Duration: 45 minutes

Module Summary:

In this module, you will learn urology concepts and responsibilities useful for educating patients on their rights, privacy, their consent to treatment, self-testing, and how to prepare the patient for procedures and patient self-care. Lesson 1 covers patient rights and responsibilities under the Health Insurance Portability and Accountability Act, or HIPAA. Lesson 2 covers providing patient aftercare instructions and how the MA can educate the patient on self-care that will avoid complications and infections.

Lessons: 2



Lesson 1: Health Insurance Portability and Accountability Act (HIPAA) (15 minutes)

Lesson 1 Summary: This lesson will teach how to explain to patients their rights and responsibilities defined under HIPAA, including added rules such as the Breach Notification Rule. The MA will also learn how to educate patients on their rights, such as

requesting copies of their personal information, and the basics on the elements that must be present to establish patient consent.



Lesson 2: Preparing the Patient for Procedures and Self-care (30 minutes)

Lesson 2 Summary: This lesson will teach you how to explain to patients how to perform self-care procedures such as in-home catheterization and clean catch urine collection, as well as post-procedure care.

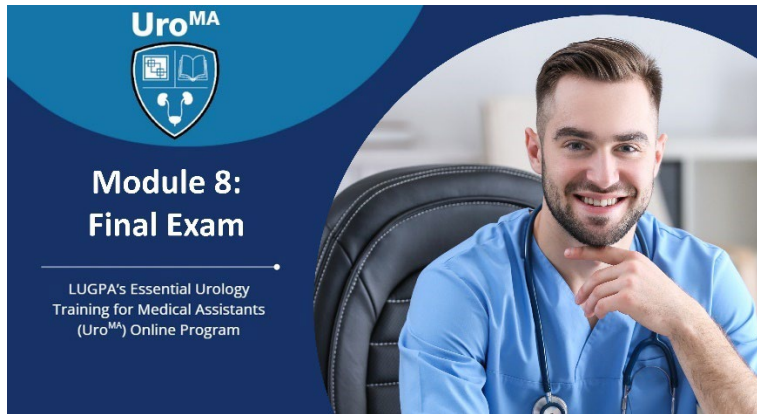
By the end of Module 7 you will learn:

1. The importance of HIPAA for the Medical Assistant and patients.
2. What rights patients have regarding their personal information.
3. The elements that must be present to obtain consent.
4. To provide proper after-care instructions to patients to avoid complications and infections.
5. How to answer patient questions.
6. How to advise patients when to report complications to a doctor.

Module 8: Final Exam

Medical assistants will complete a final exam with 50 questions.

Module Duration: 50 Questions



Summary:

This module consists of 50 randomized final exam questions from Modules 1-7. You must pass the final exam with a score of 85% (answer at least 43/50 questions correctly) to pass. After you have passed the final exam, you will be able to download your certificate of completion.

By the end of Module 8 you will obtain a personalized Certificate of Completion.