

# Uro<sup>MA</sup> LUGPA's Essential Urology Training for Medical Assistants

## Program Guide for Supervisors

### 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.

*The UroMA Program is an immersive online course that follows a fictitious character, Amanda as she is training to become an Medical Assistant at a fictitious urology practice, the ACME Urology Center, under the supervision of Diedre, her mentor, and physician Dr. Bishop. The course is designed not to be specific to any one practice but to speak to general best practices.*

### Learning Outcomes

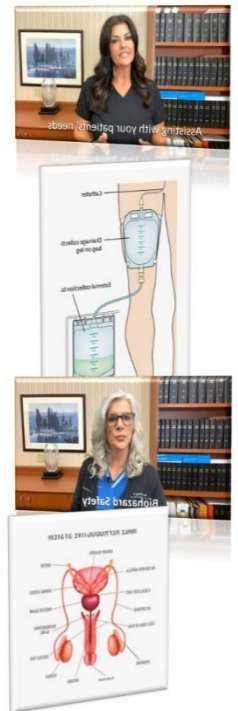
By the end of the course, your Medical Assistant will be able to:

- 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: [www.lugpa.org/uroma](http://www.lugpa.org/uroma)

Contact for Program: Sommer Thornton, [sthornton@lugpa.org](mailto: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 4)**

## Role of Supervisor

Medical Assistants are expected to complete the Uro<sup>MA</sup> Program with their supervisor monitoring their progress closely. Your supervisory role consists of but is not limited to:

1. Requesting progress reports.
2. Reviewing quizzes and exam questions with your Medical Assistant.
3. Explaining procedures that may be different at your practice or vary from what is noted in the learning materials.
4. Providing hands-on experience.
5. Providing information on your state's scope of practice for Medical Assistants

## Reports Supervisor may request

As you shadow the learner, you may request these or other reports:

1. Exam scores
2. Number of attempts taking the quiz
3. Amount of time spent in each module

## Pass/ fail for quizzes and exams

The enrollee must pass the quiz after each lesson with a 100% to move to the next module. For the final exam, they must score an 85% or higher to pass the course and receive their Certificate of Completion.

There is language in the course description that says The MA has 2 attempts to take the final exam. If after 2 attempts they do not pass, they must meet with their supervisor and review areas where they need to improve. The language states that the MA will not be allowed to take the exam for 14 days. However, actually restricting the MA on the back end is not technically possible in our current software. So from an online technical standpoint the MA will not actually be restricted from taking the exam after 2 failed attempts. This is where the Supervisor will need to monitor the progress of the Enrollee's final exam completion closely, as it will be up to you to decide when the MA should retake the exam. After 14 days, the enrollment will reset, and they will be permitted to take the course and final exam again.

## Program Contacts

For login issues and running enrollee reports: Shemika Nichols – [snichols@lugpa.org](mailto:snichols@lugpa.org)

Questions about the course or learning materials: Sommer Thornton [sthornton@lugpa.org](mailto:sthornton@lugpa.org)

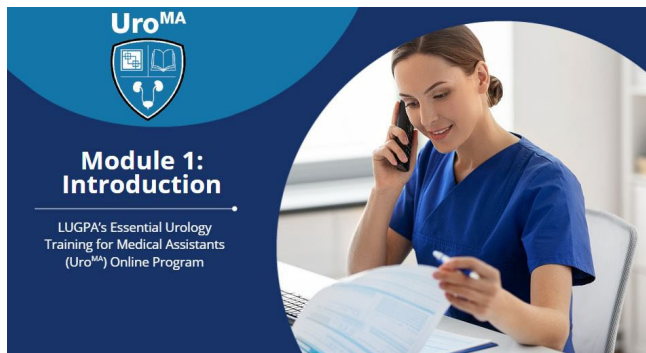
# Program Overview

## Module 1: Introduction

Module 1 is an Introduction to the UroMA Program. The MA is 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 the MA with instructions on how to navigate the online program. It will provide the MA 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** the MA will have the knowledge needed to embrace the challenges of the UroMA program and define a clear path for success in their role as a Medical Assistant.

## Module 2: The Urology Office

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

**Module Duration:** 30 minutes

**Lessons:** 1



### Summary:

This module will provide the MA 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 the MA 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. The MA will also learn about end-of-day tasks that they may be responsible for.

### By the end of Module 2 the MA 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 themselves and patients in the clinic.

## Module 3: Medical Terminology

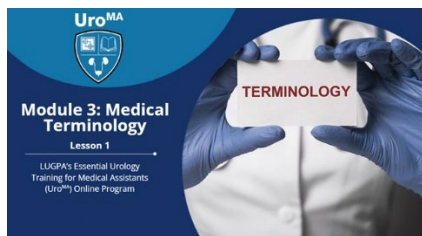
MAs will learn medical terms frequently used in urology to become knowledgeable on how to communicate with patients regarding anatomy, abnormal conditions, symptoms, testing, procedures and treatment.

**Module Duration:** 60 minutes

### Module Summary:

This module will provide the MA with information about anatomy and physiology terminology associated with urology. Lesson 1 will cover common abnormal conditions in the urinary system that the MA will encounter with patients in the urology office. The MA 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. The MA 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 the MA 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:

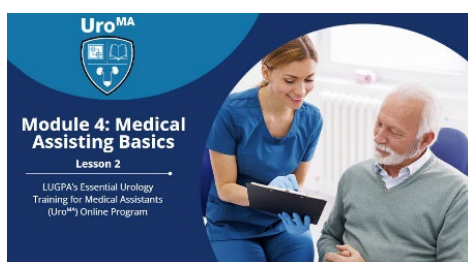
In this module the MA will be provided with information about how to prepare for the patients' visit to the urology office. Lesson 1 will cover the patient reception area as well as patient check in which includes checking medical records for test results and properly setting up the exam room. Lesson 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



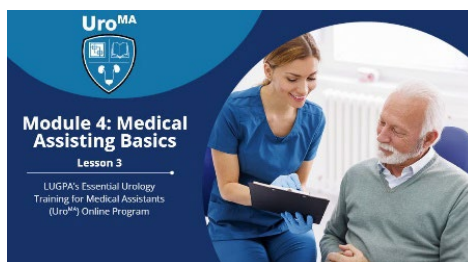
#### Lesson 1: Making Preparations (20 min)

**Lesson 1 Summary:** Obtaining all the pertinent medical information from the patients 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 the MA 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 the MA 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:** The MA will learn standard clinical and diagnostic procedures in a urology office. The MA 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:** The MA will learn the supplies necessary for various catheterization procedures. In addition, the MA will learn how to perform an intermittent and indwelling catheterization, and how to replace a suprapubic catheter.

Lastly, the MA will learn how to provide excellent patient care after undergoing a procedure.



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

**Lesson 3 Summary:** The MA 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:** The MA will learn how to set up the exam room for outpatient procedures, and the steps included in performing a bladder biopsy a prostate biopsy. The MA will also learn the role they play 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 the MA learn about urological procedures, the MA will get a sense of the steps they 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.

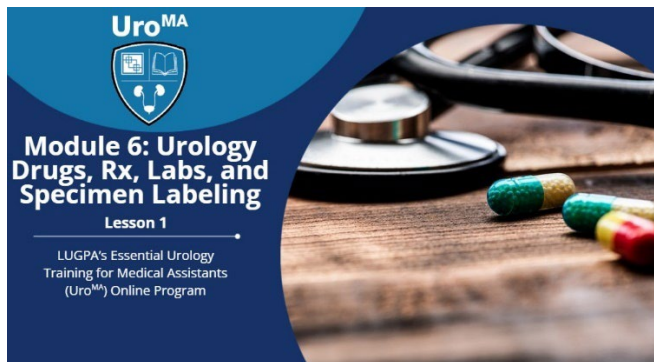
#### **By the end of Module 5 the MA will learn about:**

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 tools and labeling urine specimens will be presented.

**Module Duration:** 40 minutes



### Summary:

In this module, the MA 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 the MA 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

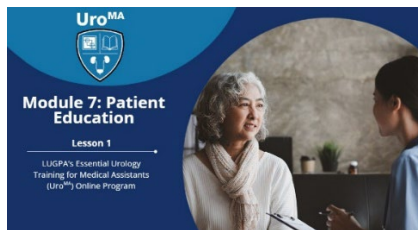
Medical assistants will review steps associated with patient rights, privacy, and consent for receiving medical care. Educating patients about after care will be presented.

**Module Duration:** 45 minutes

### Module Summary:

In this module, the MA 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 the MA 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.

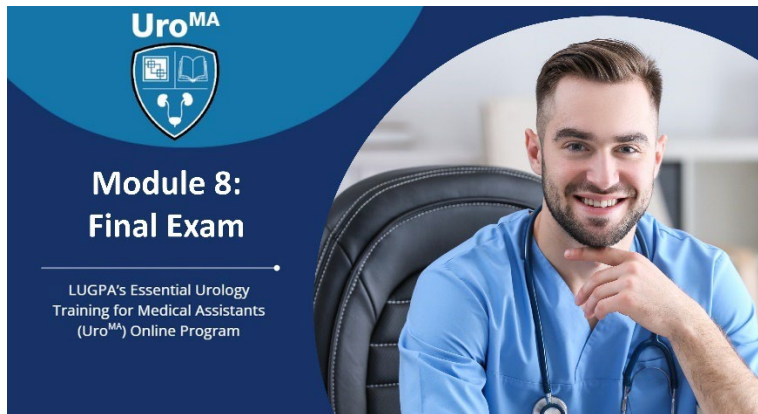
### By the end of Module 7 the MA will learn:

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. The MA must pass the final exam with a score of 85% (answer at least 43/50 questions correctly) to pass. After the MA has passed the final exam, they will be able to download your certificate of completion.

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