

Olive View-UCLA Medical Center
Urgent Care Clinic Orientation & Tips

05/27/2020

Welcome to Urgent Care! We hope you will have an enjoyable and educational experience.

Urgent Care schedule:

Weekdays 8 AM to 8:30 PM

Day shift ends at 4:30 PM

Lunch and noon conference are 12 PM to 1 PM

Let us know if you are running late.

Clinic phone number 747 210 4312

Here are a few tips to help you get started:

I. Patient Flow logistics:

1. The whiteboard in the front of the clinic at the nurse's station shows clinician room assignments. Each room has an assigned nurse noted on the left margin of the board. Check your attending assignment for each shift at the bottom of the board.
2. When you are ready to see a patient, bring your assigned room card to the front desk. You can find it just outside your room on the wall. Place it in the card rack at the clerk's desk. Patients are usually assigned on a first-come, first-seen basis.
3. Learners have priority for patient assignments over providers.
4. A clerk or a nurse places the next available patient in your room. You can see in FirstNet when the patient is ready and waiting for you.
5. Sign up for the patient in FirstNet as soon as he/she is in your room. Do not sign up for a patient who is not yet in the room.
6. Send patients to the waiting room after your evaluation and when waiting for imaging, blood draw, discharge or other interventions.
7. Sometimes nursing will temporarily board a patient in room 13. Look there if you cannot find your patient in the waiting room but do not ask the patient to go to room 13 unless you have the approval from your nurse.

8. Only pick up another patient before the end of a shift if you think you can realistically complete the evaluation. Check with your attending if you are not sure what to do.
9. If you find that you are running out of time and a patient already in your room cannot be seen before the end of your shift, talk to the attending who will re-assign the patient.
10. When you give patients results or instructions, call them into a room or the discharge area. Do not discuss anything in the hallway or waiting room, please.

II. Examinations

1. Always get a chaperone for any sensitive exam (genitalia, rectum, breast) or when a patient makes you uncomfortable and you need someone else there for support. Document who your chaperone is. The attending could be your chaperone!
2. Medical Students should always perform “sensitive” exams together with the attending.
3. Pelvic exams are best done in one of the large corner rooms. Ask your nurse to set everything up while you document and present to the attending. Prompt your nurse to place absorbent pads and supply absorbent pom-poms if you anticipate bleeding.
4. Ask the patient to undress the body part to be examined (knees, feet, sensitive areas) and put on a gown or drape while he/she waits for you to return with the attending.
5. Visual acuities should already be documented by nursing under the “flowsheet” tab in the chart. If not documented, ask your nurse or check the acuities with the Snellen chart in the hallway. Check each eye individually, without and then with pinhole.
6. For eye exams, tonopen, fluorescein, Wood’s lamp and proparacaine are all locked in the medication room. You can ask the nurses for these items. You should do the exam with the attending if you have not used these items before or if you need a refresher.
7. Proparacaine eye drops require an in-office order. We stock multi-dose vials that are kept in the refrigerator. These may be used for different patients. However, if you think, there is a possibility that the dropper or cap or solution somehow became contaminated or was used for someone with an infection please discard the bottle instead of placing back into the refrigerator after use.
8. Expiration dates need to be written on the yellow sticker when you open a new eye drop bottle. Your nurse can help you with this.
9. **Please, always put a new cover on the tonopen after use.** If a new cover cannot be found place the cardboard from the previous cover around the sensor tip. This will keep the tonopen working properly.
10. Supplies for wound care are stocked in your room. If you cannot find an item it is best to ask your nurse.
11. Procedures can be set up by your nurse. Nurses have laminated handouts listing all the items that are required for various procedures.

III. Ordering and Result Follow-up

1. Most tests in UCC are ordered “STAT” and “nurse collect”.

2. For specimens that you collect yourself (throat culture, nasal swab, synovial fluid, etc) mark “nurse collect” and/or “not collected” so that the label can be printed. This applies even if you already hold the sample in your hand.
3. Quantiferon gold testing is only done in the laboratory, M-Th before 3 PM.
4. When you place an order request a “cc results” to your attending so that they get a copy of the test results.
5. Whenever you order something, have a plan for someone to follow up the result. The result reviewer could be you, your attending, another designated clinician or you could request a ‘telephone follow up’.
6. It is a perfectly valid option, for you to follow up your own results. Leave a note in the chart after you call a patient and especially if there is a change in the assessment and/or plan. If you rotate to another service, please, hand the follow up over to another clinician via a communication request. Not all communication requests need to be copied in the chart.
7. For any results that is expected in the next 1-2 weeks, you may create a Telephone Follow UP (TFUP) prior to discharging the patient:
 - a. Go to “Depart”
 - b. Select “ED Post Visit Plan”
 - c. Select “**UC-TFU-OVM**”. Enter patient’s correct phone number. You must verify the current phone number with the patient.
 - d. Submit the UC-TFU-OVM request by clicking the green check on the upper left.
8. Imaging and tests should only be placed in the TFU queue if ordered STAT. Tests that result outside the 2-week window are **not** placed in the TFU queue. Instead send a communication request or reminder to the attending of record to please follow up the study. Some residents forward results to attendings once they reach their mailbox. This is acceptable and encouraged.
9. Do not discharge the patient before specimens are collected or the nurse will not see your order. If in doubt talk to your nurse.
10. If your patient needs splinting of a fracture, ask the clerk to page the ortho tech. The ortho tech leaves at 3:30 PM. Plan accordingly and try to catch him before that time. Give the clerk a Post-It with the name and MRUN of the patient to expedite the interaction when the ortho tech calls back.

IV. Prescriptions

1. We do not provide primary care services in Urgent Care. Maintenance medications are usually prescribed for one month. You may give one or two refills. Please, direct the patient to their primary care for long-term refills. If the patient has no PMD you may refer to My Health LA or complete a NERF request.

2. Patients may be referred to UC-CCC-OVM for medication titration and to continue a work-up prior to primary care. You will find the CCC referral in the same “Depart” box in FirstNet as “UC-TFU-OVM” (see III. 4.). Click on “UC-CCC-OVM” and state your request for “medication titration” or “work-up of _____”.
3. Scripts cannot be amended once dispatched. You must call the pharmacy for changes after these scripts are sent. This applies to all DHS and retail pharmacies.
4. If you modify a prescription make sure to update the FirstNet medication reconciliation as well.
5. Pharmacy cannot see your Orchid note. If you stop or modify or discontinue a prior home medication you should communicate this with pharmacy via the “instructions” box in your script. This will ensure that patients are not refilling something that you think you discontinued.

V. Referrals

1. Some services allow urgent referrals via “communication”. Your attending will show you how to initiate one of these. Some services want a page before you refer and others prefer not to get paged unless there is an urgent matter. Your attending will let you know what to do.
2. Routine referrals are placed via econsult. You may refer to CCC clinic for routine referral placement.

VI. Phone Calls

1. The main UC number is 747 210 **4312**. When you page a consultant, please give that number (x74312 in house) for callback. Inform the clerk or leave a Post-It that you are waiting for a certain specialist to call back.
2. For patient phone calls and if you leave a message with the patient requesting a call back give this number (747 210 4312).
3. Random people call the UC doctor’s office to give results, ask questions or verify prescriptions. Most of the time these phone calls will catch you in the middle of doing something else. It is alright to take a message and hand it to the attending who will know how to route it. Always get the name of the caller, call back phone number, name of doctor being sought if available, MRUN of affected patient and a brief statement regarding the request.

VII. COVID-19

1. Patients with COVID-19 symptoms are routed to UCC-Extension or the Emergency room from the hospital entrance.
2. If UCC nurses encounter a patient who was not identified at the hospital entrance as a COVID suspect, they will place this patient into one of the rooms that have doors (11/12

or 9/10 or 13). The suspect remains in the closed room for the duration of the visit and until discharged. This patient does not go to the waiting room or pharmacy. We discharge from the closed room. The interview may be conducted via the phone from outside the closed room. The same procedure applies when the UCC-Extension is not in session (Saturday, holiday, evenings).

3. All UCC staff wear personal protective gear according to hospital guidelines when evaluating this patient.
4. Staff wear protective gear according to hospital guidelines to swab a patient for COVID even if the patient is asymptomatic. Current recommendations are mask and face shield or goggles, gown and gloves.
5. Persons who accompany the COVID suspect should be roomed with the patient at all times or be sent home.
6. Inform the attending know if you cannot see a COVID suspect for personal or health reasons. We do not need to know the reason...just that you are exempt per your program.
7. Check your temperature daily and submit it to your program or azuniga@dhs.lacounty.gov