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Policy: A-01-WHC

Women's Health Clinic

Ambulatory Care Division

LSU Health Sciences Center- Shreveport, LA

Page 1 of 5

SCOPE OF SERVICE WOMEN'S HEALTH CLINIC

A. LOCATION AND HOURS OF OPERATION

The Women's Health Clinic is located on the second floor of the Women's and Children's Health Center at 1602 Kings Highway. Hours of operation are 0700-1630 Monday through Friday or until clinic is completed. Urgent care for OB/GYN patients with no appointment is provided through the OBG-Acute Clinic at the same location or the Inpatient Labor Unit managed under a different hospital administrative department for OB patients.

B. SERVICES/CONDITIONS AND POPULATION SERVED

The clinic provides consultative, diagnostic, therapeutic yearly maintenance and referral services to females primarily child-bearing age. Children, adolescents, adults and geriatrics are seen and treated for OB/GYN needs; however, infants are occasionally seen and treated by consult from other services.

Types of Service provided include:

1. Diagnosing and Prescribing
2. Pre-op work-ups.
3. Post-operative follow-ups.
4. Obstetrical Care.
5. Follow-ups of acute and chronic illnesses and disease of the female reproductive system.
6. Routine annual pelvic exams and pap smears.
7. Contraception Management
8. GYN Tumor/Oncology Care

C. PROCEDURES/ACTIVITIES PERFORMED

Procedures performed in the clinic include:

- | | |
|-----------------------------|-----------------------|
| 1. Blood glucose monitoring | 11. LEEP procedure |
| 2. Catheterizations | 12. Needle biopsies |
| 3. Colpo biopsies | 13. Non-Stress Test |
| 4. Contraceptive management | 14. Pessary insertion |
| 5. Cryotherapy | 15. Pregnancy tests |
| 6. Dressing Changes | 16. Punch biopsies |
| 7. Endometrial biopsies | 17. Ultrasound |
| 8. Essure | 18. Urinalyses |
| 9. Injections | 19. Wet Preps |
| 10. IV therapy | |

(See the ACD Women's Health Clinic Policy, P-10-WHC, Procedures Performed and Not Performed)

D. Clinic Staffing

Medical Staff includes: OB/GYN Medical Director/faculty, 2nd and 3rd year medical students, rotating Residents, OB/GYN residents, Staff physicians and nurse practitioners who work under the direction of the OB/GYN Medical Director. A monthly schedule defines their clinic duties.

Nursing Clinic Staff includes: RN Clinic Manager, 4 Registered Nurses, 7 LPNs, 7 Nursing Assistants and 5 Clerks. One RN3 serves as assistant manager under the direction of the Women's Health Clinic RN Clinic Manager. Registered Nurses serve as Charge Nurse in the Specialty Clinic, Acute Clinic, and Scheduled Clinic sections under the direction of the Women's Health Clinic RN Clinic Manager and Assistant Manager. Nursing staff rotate in all areas of the Women's Health Clinic.

Ancillary Staff includes: 2 Nurse Practitioners who work under the direction of the OB/GYN Department head. A case manager and 3 registration clerks are assigned to the Women's Health Clinic. A pharmacist, dietitian, and Diabetes Educator are available upon request.

E. NURSING STAFF FUNCTIONS

The **RN Clinic Supervisor A/B** performs managerial tasks such as

1. making assignments/staffing
2. completing payroll
3. checking equipment and supplies
4. conducting interviews, disciplinary conferences
5. scheduling employee vacations
6. conducting monthly staff meetings
7. acting as trouble-shooter between patient and staff
8. checking abnormal lab results
9. coordinating clinic activities
10. working as staff nurse
11. completing employee evaluations
12. monitoring clinic budget
13. completing monthly Performance Improvement reports

The **RN 3** assists the Clinic Supervisor A/B with tasks such as

1. making assignments/staffing
2. completing payroll
3. checking equipment and supplies
4. conducting interviews, disciplinary conferences
5. scheduling employee vacations
6. preparing monthly staff meetings
7. acting as trouble-shooter between patient and staff
8. checking abnormal lab results
9. coordinating clinic activities
10. working as staff nurse
11. completing employee orientation/evaluations
12. template building/maintenance
13. completing monthly Performance Improvement (PI) Reports

The **RN and LPN Staff nurses**

1. assist physicians with procedures
2. perform urinary catheterizations
3. administer medications
4. perform vital signs, weights, specimen collections, and dextrosticks
5. direct patient flow
6. perform blood glucose monitoring
7. carry out physicians orders
8. make nursing assessments
9. provide patient teaching
10. work PI assignments
11. schedule GTT sugar tests
12. administers glucola for O'Sullivan test
13. perform urine pregnancy testing
14. monitor OB patients during non-stress testing
15. enter clinic charges into computer system
16. make clinic assignments
17. monitor patient flow
18. check equipment and supplies
19. act as liaison between patients and staff
20. review abnormal lab results and coordinate follow-up
21. coordinate/report PI activities
22. work as staff nurse
23. rescheduling "High Risk" No-Shows.

The **Nursing Assistants/ Medical Assistants**

1. assist nurses and physicians with procedures,
2. carry out physicians orders,
3. flow patients in/out of exam rooms,
4. pick-up and transport lab,
5. order and stock supplies
6. transport patients to various areas.

The **Administrative Coordinators and Hospital Admit Technicians** perform

1. answer phones
2. process patients in and out of clinic
3. retrieve charts
4. give appointments
5. order clerical supplies
6. key in appointments for procedures in other areas
7. assists with patient registration

F. IMPORTANT ASPECTS OF CARE

Important aspects of care includes:

High Volume: Management of the OB and GYN patients

Management of the adolescent obstetrical patient

High Risk: Management of the OB patient with the following conditions/treatment:

- Coagulation Disorders
- Colposcopy
- Diabetes
- Drug Abuse History
- HIV positive
- Hypertension
- Hyperthyroid
- Seizure Disorders
- Sickle Cell Disease

Management of the GYN patient with abnormal paps, pathologies and lab

Management of the Surgical Pre-op & Post-op Patients

Problem Prone: Management of the following patients:

- No-Shows
- High Risk Diagnosis
- Mentally/Emotionally/Physically Handicapped

G. APPOINTMENT SCHEDULING AND ACCESSIBILITY

Established patients may call or come by clinic to scheduled an appointment or access "My Chart." Continuing OB and GYN patients are seen as ordered by the physician. New OB patients call for an appointment or walk in for nurse triage to be seen by a doctor or receive an appointment.

Walk-in patients are seen in the Women's Health Center Acute Care Clinic. All other GYN patients are seen in Women's Health Center by consult. Appointments are mailed to the patient according to priority. Physicians may also call the clinic to obtain an urgent care patient appointment.

The average waiting time to receive an appointment is approximately 1-4 weeks depending on the type of clinic and the patient's need (exception: GYN preventive care [annual] appointments waiting time is six months in advance for new patients). Continuing GYN and OB patients are seen as required by our physicians. Appointed patients waiting to see physicians may expect to wait an average of one-two hours.

H. NO SHOW FOLLOW-UP

All patients with a high risk diagnosis, those appointed to procedure clinics, those with abnormal test results compared to their norm or other serious problems noted by the physician are reappointed by telephone or mail. High risk condition/diagnosis include pre/post-op GYN patients, post procedure GYN patients, OB patients who have sickle cell disease, diabetes, pre-term labor, history of premature births, placenta previa, hypo/hyperthyroid, Pregnancy Induced Hypertension (PIH) and seizure disorder.

I. ABNORMAL TEST RESULTS FOLLOW-UP

Test results are reviewed by nurses/nurse practitioners, residents and medical staff. Appointments and follow-up care is given as designated by the above.

J. PATIENT EDUCATION

Printed instructions for various tests are given to patients after verbal instructions by clinic nursing personnel. Medical staff provides patient education regarding disease processes and treatment plans.