



# If You Need a Patient Seen NOW, UCA is Available: How to Handle Urgent Referrals

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# • Urgent Referral

- Obstructing kidney stone
- Testicular pain
- Multi-drug resistant UTI
- Catheter problems
- Urinary retention
- Hematuria
- Orchitis
- Elevated PSA
- Renal mass



# ● A Few Common Referrals

## **Kidney/Ureteral Stone**

- Obstructing?
- If non-obstructing, no WBC, pain is controlled, no UTI, and no change in baseline Cr then outpatient referral
  - If any of the above + then send to ER with urology coverage for possible surgical intervention

## **UTI**

- Recurrent UTI
- Multidrug resistant UTI
- Complicated UTI
- Always send cultures!

# ● A Few Common Referrals

## Urinary Retention

- Present with abdominal pain, inability to urinate, straining, +/- changes in baseline Cr
- Need Foley decompression

## Elevated PSA

- Guidelines
  - <65 years old: PSA <2.5
  - >65 years old: PSA <4.0
  - First PSA @ 40 for AAM and those with + fam hx
  - Next step: TRUS bx
- Follow up: every 6 months with PSA (4k, MRI, etc)

# ● A Few Common Referrals

## **Prostatitis**

- Suprapubic pain, dysuria, perineal pain, fever, abdominal pain, painful erections/ejaculation
- Tx of choice: Abx and NSAIDs
  - Typically Cipro, Bactrim, Doxy for at least 2 weeks

## **Scrotal/Testicular Pain**

- Wide differential
- r/o torsion
  - Scrotal US
- Acute versus chronic

# • Urological Emergency

**ASAP appointment OR send to nearest hospital with urologic coverage**

- Testicular torsion
- Fournier's gangrene
- Priapism
- Paraphimosis
- Obstructing stone in presence of UTI



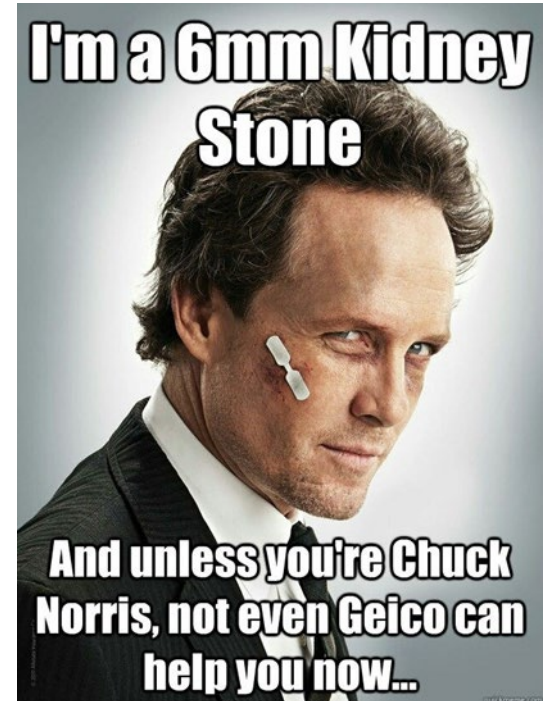
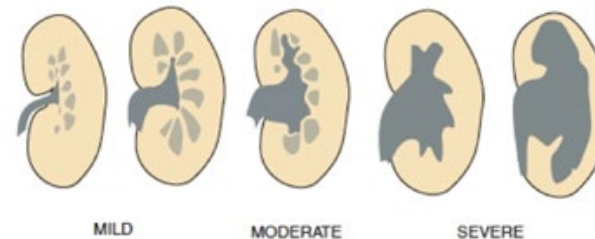
# Obstructing Stone

- Diagnosis
  - CT a/p without - stone with hydronephrosis
  - UA/ucx
  - Fever, tachycardia, change in Cr

According to Grainger and Allison's *Diagnostic Radiology* (13), the following grading system is used by radiologists/sonographers:

- Grade I – slight blunting of calyceal fornices
- Grade II – blunting and enlargement of calyceal fornices but easily seen shadows of papillae
- Grade III – rounding of calices with obliteration of papillae
- Grade IV – extreme calyceal ballooning

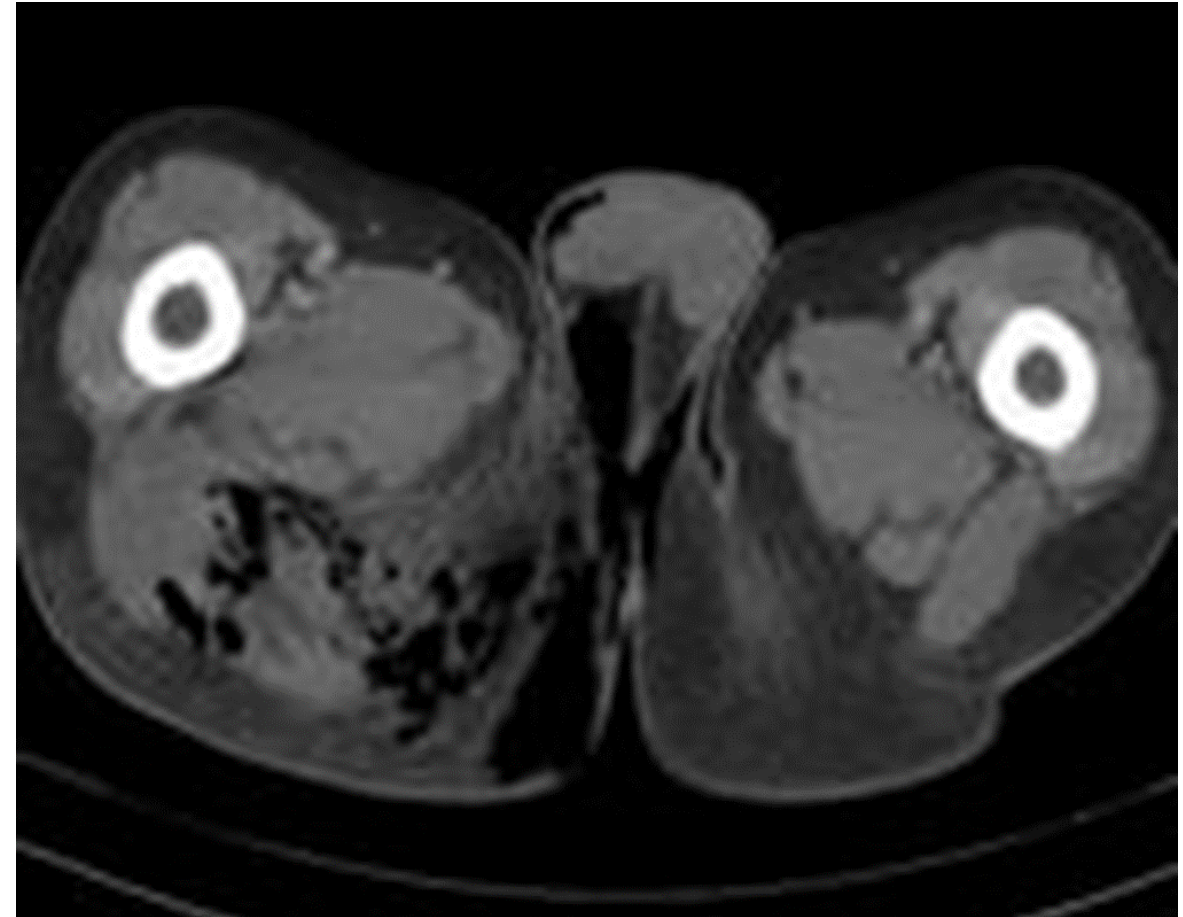
Grades of hydronephrosis





# ● Fourniers Gangrene

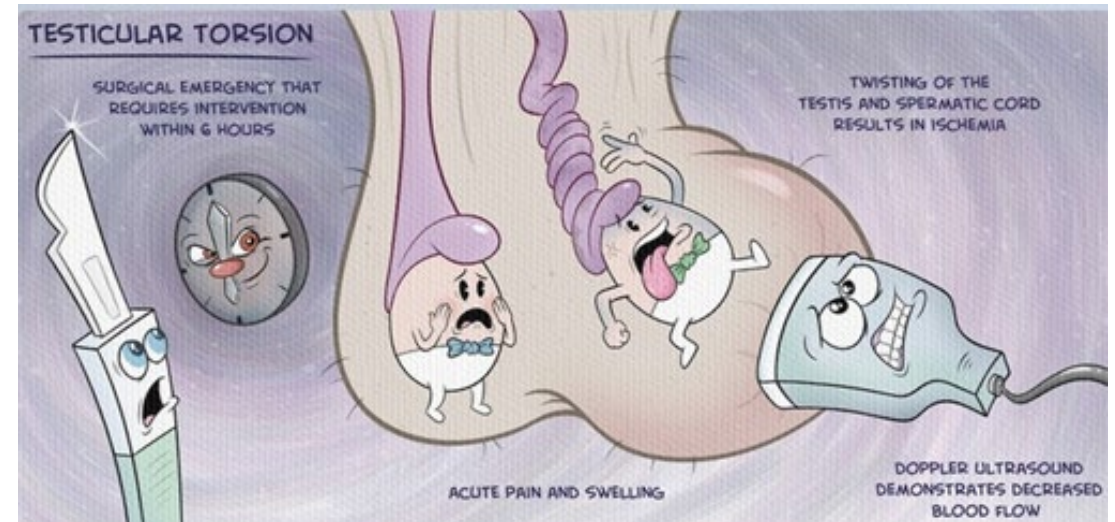
- Necrotizing soft tissue infection arising in genitalia and perineum
- Rapidly progressive
- High mortality rate
- Risk factors
  - Alcoholism
  - Diabetes
  - Genital skin trauma
  - IV drug use
- Diagnosis
  - Dusky erythematous or necrotic skin
  - Foul odor
  - Crepitus
  - Purulent drainage
  - Tachycardia
  - Pain out of proportion to exam
  - Fever
  - Cellulitis





# • Testicular Torsion

- Surgical emergency
- Acute, sudden pain
- Physical exam
  - Very tender
  - Cremasteric reflex absent
  - Blue dot sign (torsion of appendix testis)
  - High riding testicle ("Bell clapper deformity")





# UCA Referral Process

*Alyssa Hunt, MBA*

# Ways to Refer to UCA

## Fax Referral Form



**REFERRAL OR APPOINTMENT REQUEST**  
Office: 205-930-0920 Fax: 205-445-0115  
Urgent referrals should be submitted via our online referral form at:  
[www.urologycentersalabama.com/referral](http://www.urologycentersalabama.com/referral) or <https://www.ucawomenscenter.com/referral>  
Please include all records, imaging and lab reports pertaining to referral.

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Patient Phone Number: \_\_\_\_\_

Patient Address: \_\_\_\_\_

Insurance & Contract Number: \_\_\_\_\_

Is an Insurance Referral Required (circle one): Yes No (if yes, please provide a copy of insurance referral)

Diagnosis: \_\_\_\_\_

**Preferred Provider**

<input type="checkbox"/> First Available	<input type="checkbox"/> Jered Cox, M.D.	<input type="checkbox"/> Austin Lutz, M.D.	<input type="checkbox"/> Matthew Purcell, M.D.
<input type="checkbox"/> Michael Bivins, M.D.	<input type="checkbox"/> Mark DeQuentner, M.D.	<input type="checkbox"/> Patrick Mills, M.D.	<input type="checkbox"/> Paule Rookis, M.D.
<input type="checkbox"/> Taylor Bregg, M.D.	<input type="checkbox"/> Mell Duggan, M.D.	<input type="checkbox"/> Nicole Massie, M.D.	<input type="checkbox"/> Andrew Strang, M.D.
<input type="checkbox"/> Eric Brewer, M.D.	<input type="checkbox"/> Lee Hammontree, M.D.	<input type="checkbox"/> Jason Moellinger, M.D.	<input type="checkbox"/> Scott Tully, M.D.
<input type="checkbox"/> Charles Bugg, M.D.	<input type="checkbox"/> Leon Hamrick, M.D.	<input type="checkbox"/> Allison Perden, M.D.	<input type="checkbox"/> Brian Wade, M.D.
<input type="checkbox"/> Jason Burns, M.D.	<input type="checkbox"/> Thomas Holley, M.D.	<input type="checkbox"/> Bryant Poole, M.D.	<input type="checkbox"/> John Wilbanks, M.D.
<input type="checkbox"/> Brian Christine, M.D.	<input type="checkbox"/> Rupe Kitchens, M.D.	<input type="checkbox"/> Tyler Poston, M.D.	<input type="checkbox"/> Eric Westerlund, F.N.P.

**Preferred Location**

<input type="checkbox"/> First Available	<input type="checkbox"/> Grandview	<input type="checkbox"/> Princeton	<input type="checkbox"/> Medical West
<input type="checkbox"/> Alabaster	<input type="checkbox"/> Homewood	<input type="checkbox"/> St. Vincent's Birmingham	<input type="checkbox"/> Winfield
<input type="checkbox"/> Fultondale	<input type="checkbox"/> Hoover/Princeton	<input type="checkbox"/> St. Vincent's East	<input type="checkbox"/> UCA Women's Center
<input type="checkbox"/> Gardendale	<input type="checkbox"/> Prattville	<input type="checkbox"/> Sylacauga	

Referring Provider: \_\_\_\_\_ Office Name: \_\_\_\_\_

Office Phone Number: \_\_\_\_\_ Office Fax Number: \_\_\_\_\_


- Urgent referrals will be processed within one business day & non-urgent referrals will be processed within 72 business hours
- A fax correspondence will be sent to your office upon completion of referral

Confidentiality Notice: The information contained in this message is privileged and confidential information and intended only for the use of the individual or entity named in the address. You are hereby notified that any dissemination, distribution or copying of this information is strictly prohibited. If you received this information in error, please notify the sender and destroy this information. Do not retain any copies of this information.

Form #224 (Rev. 7-19)

## Online Referral Form

<https://www.urologycentersalabama.com/referral/>

OUR TEAM▼MEN'S HEALTHWOMEN'S HEALTHCENTERS OF EXCELLENCE▼CANCER CARE▼PATIENTS▼BLOGBOOK APPOINTMENT

## PATIENT REFERRAL

UCA physicians and providers work closely with referring physicians to meet your patients' needs. Beyond our clinical expertise across the entire spectrum of urologic conditions and treatments, we pride ourselves on scheduling patient referrals as quickly as possible and communicating promptly and completely with the referring physician.

### The Urology Centers of Alabama Difference

- Physicians refer to Urology Centers of Alabama, because over the last 60 years, we have built a deserving reputation of clinical excellence.
- Our team of urologists understand what's important to all of our referring physicians, outstanding care for their patients, clear communication, and the most advanced, proven diagnostics.
- Our size allows our doctors to sub-specialize and focus on truly giving your patients the best, specific care possible.
- Urology Centers of Alabama is constantly seeking and refining new techniques and treatments through research and clinical trials. Your patient will always receive the latest and most advanced diagnostics.
- With 14 locations, in some cases we can offer next day appointments in convenient locations.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Date of Birth \_\_\_\_\_ Cell Phone \_\_\_\_\_ Email Address \_\_\_\_\_

Street Address \_\_\_\_\_ Address Line 2 \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Insurance and Contract Number \_\_\_\_\_ Is an Insurance Referral Required? ▼ Is This Referral Urgent? ▼

Referring for Condition/Treatment \_\_\_\_\_ Preferred Urologist.. ▼

Referring Physician \_\_\_\_\_ Office Name \_\_\_\_\_

Office Address \_\_\_\_\_



# ● Our Referral Team

- UCA Receives over 100 referrals a day which requires the help of several team members:
  - 2 full time referral clerks
  - 10 full time call center staff to serve as backup to referrals



# • Types of Referrals

## URGENT

Retention  
Kidney Stones

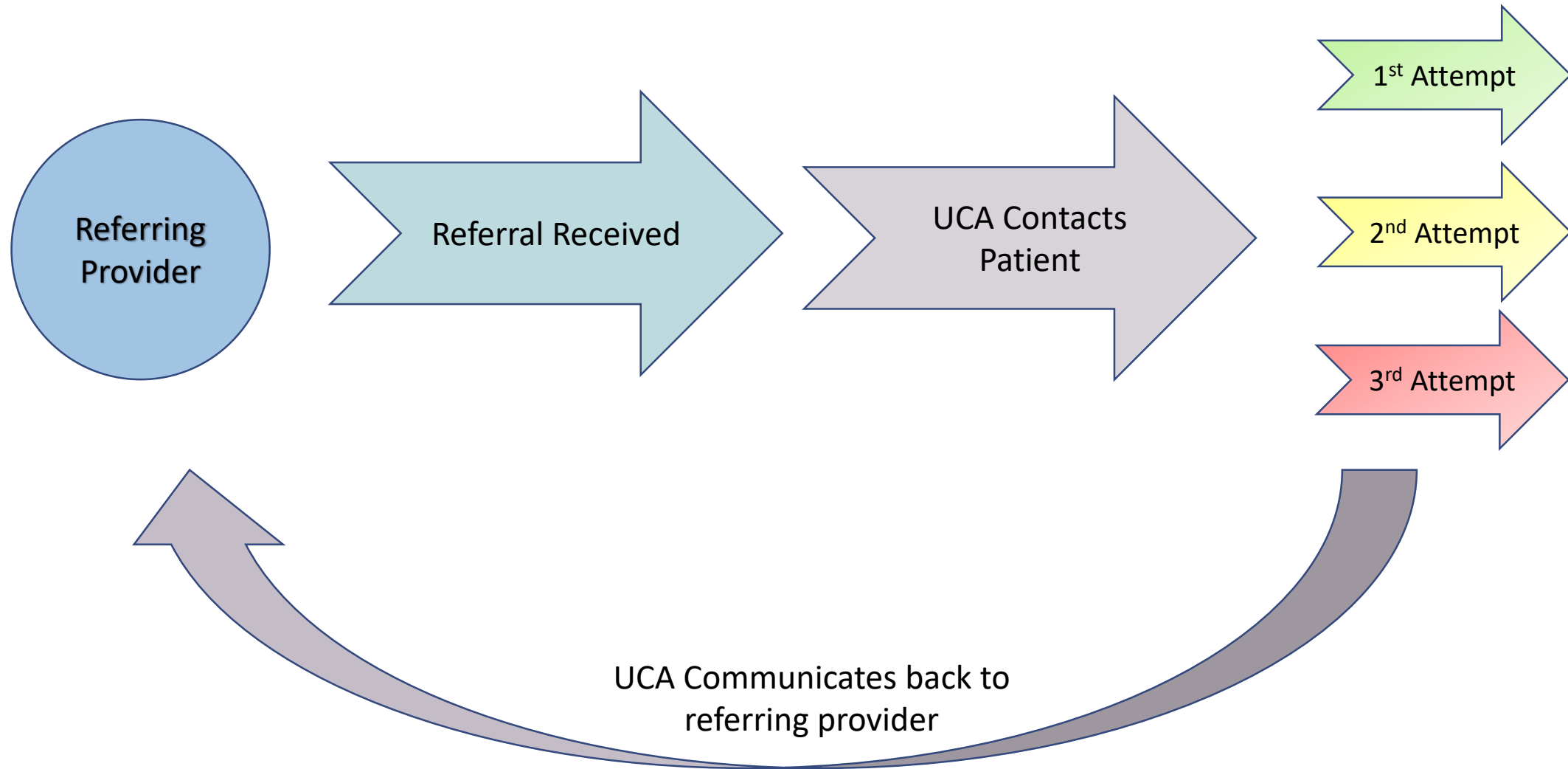
Processed within 24  
business hours

## Non Urgent

Erectile Dysfunction  
Overactive Bladder

Processed within 3  
business days

# ● The Referral Process





# THANK YOU



UCA | UROLOGY CENTERS  
OF ALABAMA

 UCA | WOMEN'S  
CENTER