



# UROLOGY, P.C.

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## Urinalysis Appointment Instructions for Suspected UTI

If you suspect you are getting a bladder infection (Urinary Tract Infection or UTI) then please call our office. You need to be a “current” patient in our office. This means that you need to be seen by one of our providers (physician, nurse practitioner, or physician assistant) once a year in order for you to have just a “nurse visit” for UA.

Nursing phones call hours are 8:30am to 4:30pm Monday – Thursday and 8:30am – 3:30pm on Fridays. Call 489-888 and press option 3 to leave a message on our “emergent” nursing line. Please call this number as soon as you suspect that you have an infection rather than waiting until late in the day.

A nurse will call you back to obtain specific symptoms. We need to have specific symptoms due to Medicare and other insurance guidelines. The nurse will ask you for the following information:

- Symptoms and when they started
- Drug allergies and the type of reaction
- Current Medications
- Current Pharmacy

You will then be scheduled for a urinalysis appointment. This means you will come in at an appointed time and collect a clean-catch urine in our office. You will first check in at the receptionist desk, pay your co-pay (if required by your insurance) and then they will give you a label for the cup. You will need to use an approved container for the specimen. After collecting the specimen you will wait for the results - this can take up to 30 minutes depending on how soon results are reviewed by the provider. Once results are reviewed by a provider, a nurse will review the treatment plan with you, and if medication is prescribed it will be faxed to your pharmacy.

If the urine is sent for Culture & Sensitivity (C&S) we will contact you with the results – this is usually 3-4 days after the specimen has been submitted to the reference lab. A C&S is done to confirm the infection is present, the type of bacteria causing the infection and the best antibiotic to treat the infection. It also helps the provider make sure you are not developing a bacterial resistance to specific antibiotic.

If you have a Lab Card with your insurance then please let the nurse know as it may be better financially to get your urine checked at another lab or office. If you chose to have it done here we will ask that you sign a lab “waiver” saying you accept financial responsibility if your insurance does not cover that lab. If you don’t have insurance we will have you visit with our billing department.

\*\*\*\*\*We do not accept “Walk-In” appointments. All appointments must be scheduled. If you show up without an appointment the receptionist will give you the next available appointment. The reason for this policy is to respect the other patients who have already arranged an appointment and may be waiting to be seen. We appreciate your cooperation. \*\*\*\*\*