



## **Ambulatory/Clinic Descriptions**

### **Allergy:**

Allergy, asthma, and immunology services at UW Health focus on relieving patient symptoms so they can be safe and enjoy life. We work with children and adults and offer testing, education, and treatment for their unique needs. You will learn more about allergies, asthma, eosinophilic disorders, and immunodeficiency disorders during your residency in our Allergy Clinic. Treatments and services we provide include asthma education, pulmonary function testing (Spirometry) to help diagnose asthma, specific drug allergy testing and medication desensitization, evaluation and treatment of food allergies, evaluation of allergic reactions, evaluation of immune system disorders, immunotherapy including stinging insect desensitization, and skin prick testing for environmental allergens. During your residency you will have the opportunity to assist with these procedures and treatments, giving you a broad knowledge base. Your work in the clinic will vary day to day as we rotate nursing staff through all positions including working with a provider and assisting with office visits, giving immunotherapy injections, or taking calls from our patients on live RN triage. 70% face-to-face with patients, 30% computer/triage. Our clinic is fast paced and very team oriented.

### **Digestive Health Center:**

The UW Health Digestive Health Center (DHC) specializes in the prevention, diagnosis, and management of complex and chronic disorders of the esophagus, stomach, small intestine, colon, anorectum, liver, pancreas, gallbladder, and biliary tree. With over 24,000 clinic and 24,000 endoscopy visits per year, the 67,000 square foot facility houses an endoscopy unit with 14 procedure rooms as well as GI, Hepatology, and Colorectal Surgery Clinics. The DHC also provides on-site lab, medical imaging, nutrition, and speech pathology services to create a multi-disciplinary approach to patient and family-centered care.

- ***Clinic***: The Clinic team consists of MDs, DOs, APPs, APNPs, RN Team Nurses, Medical Assistants, and Medical Receptionists. RN responsibilities encompass telephone triage, patient education, care management, assessment of patient's physical and psychological needs, medication administration, direction/supervision for the actions of unlicensed staff, and responding to medical emergencies. DHC RNs are highly skilled in the critical thinking required for in-person (10%) and triage assessment of GI, Hepatology, and Colorectal Surgery patients and associated sub-specialties (90%).
- ***Endoscopy***: The Endoscopy unit team consists of MDs, DOs, RN Team Nurses, Endoscopy Technicians, Medical Assistants, and Procedure Schedulers. The RN roles include preparing the patient for their procedure, administering medications intra- procedure, and recovery of the patient post-procedure. Other responsibilities include patient education, care management, assessment of patient's physical and psychological needs, medication administration, direction/supervision for the actions of unlicensed staff, and responding to medical emergencies. 100% face-to-face interaction with patients. 0-50% computer/triage if interested in joining the triage team.

## **Dermatology:**

Dermatologists care for patients with conditions that affect the skin, hair, and nails. Dermatology is a high-volume clinical area with significant demand. Mohs Surgery is a curative treatment for the most common skin cancer types. It is a tissue sparing surgery that is performed in an outpatient setting under local anesthesia. It's also a procedure we developed at UW Health. Our teams consist of CMAs, RNs, APPs, MDs, DOs, Fellowship trained Mohs Surgeons, & administrative staff. The Department also has an impressive residency program and is very engaged in research. Nurses play very important roles in triaging patients for urgency and symptoms and assisting with day-to-day clinical operations. Dermatology and Mohs Surgery are heavy procedural areas. Nurse Residents in Dermatology will also have the opportunity to gain experiences in UW Health's Moh's Surgery Clinic. <10% face-to-face interaction with patients. 90-95% triage/computer work.

## **Internal Medicine:**

Internal Medicine is the age of patients 18+. We are a primary care clinic meaning we are the clinical "home" for our patients. Patients come to us with a wide range of health issues from chronic disease management to acute needs. Registered Nurses at our clinic perform a variety of skills including telephone triage, patient teaching, injections, wound care, occasional providing IV fluids, assessing patients both over the phone and in person. Our group of team nurses work closely and collaborate with MDs, APPs, and MAs to provide remarkable care to our patients. Nurses take incoming calls to determine the correct course of action to take. RNs utilize delegation protocols to treat patients and order labs based on specific symptoms. Our clinic does a variety of in-person visits (5%) and telemedicine visits both via phone and video (95%). We are able to build wonderful relationships with our patients, even over the phone. RNs will collaborate with home health agencies, therapists, social workers and POAs to help coordinate patient care.

## **Family Medicine:**

UW Health Family Medicine provides comprehensive care including diagnosis and treatment of acute and chronic illnesses for patients of all ages. We focus on preventive and health maintenance services, maternity care from prenatal to delivery, lactation, gynecological services, minor procedures, OMT, integrative medicine, and addiction medicine. Our teams consist of MDs, DOs, APPs, RN Care Coordinators, Registered Nurses, Medical Assistants, and Medical Receptionists, Pharmacists, and Behavioral Health Clinicians. We also have lab, medical imaging, and mammography at most clinics. There are some clinics that have residents and fellows. Our RNs work with transitions of care, anticoagulation patients, triage, diabetes and hypertension education, and behavioral health issues. All our staff work closely and collaboratively to ensure the best patient care while also taking care of one another in a supportive atmosphere. 10% face-to-face with patients, 90% triage/computer work.

## **Neurology Clinic:**

UW Health Neurology Clinic offers comprehensive consultation, evaluation, and treatment of neurological disorders in adults and children. In addition to general neurology, we offer subspecialized services in the area of epilepsy, headache, movement disorders, multiple sclerosis, neuromuscular disorders, and stroke. We offer several multidisciplinary clinics where patients are cared for by a clinical team that includes numerous experts, such as neurologist, registered nurse, physical therapist, occupational therapist, respiratory therapist, pharmacist, social worker and more. We have 33 exam rooms and a treatment room. Clinic procedures include lumbar punctures, injections, nerve blocks and biopsies. We have the privilege of providing high quality, personalized care to over 500 patients per week in clinic. Our clinic is an integral part of our Comprehensive Stroke Center and we partner with various neurological associations to ensure our patients receive comprehensive health care. Our team consists of MDs, NPs, PAs, RNs, Medical Assistants, and Medical Receptionists. RN responsibilities encompass telephone triage, patient education, care management, assessment of patient's physical and psychological needs, direction/supervision for the actions of unlicensed staff, and responding to medical emergencies. 70% triage/computer work, 30% face-to-face. This can vary from nurse to nurse, depending on who is covering procedures and who is assisting with multidisciplinary clinics.

## **Obstetrics-Gynecology (OBGYN):**

Our UW Health Obstetrics-Gynecology (OBGYN) clinics provide a broad range of basic and specialized medical and surgical services to support women's health. We care for women of all ages and offer expertise in general gynecological health care, normal and high-risk obstetrics, and advanced techniques in diagnosing and treating gynecological conditions. We also support the UW Health midwifery program. Certified nurse-midwives practice in collaboration with obstetricians, gynecologists, and other members of the interdisciplinary team. UW Health's certified nurse-midwives offer a holistic approach to primary health care needs of women emphasizing health promotion, education, and disease prevention. For maternity patients, nurse-midwives provide individualized care and attendance during pregnancy, labor, birth, and the postpartum period. We take care of patients in Dane County and surrounding communities out of our four convenient locations: Union Corners, 20 South Park Street, Arboretum, and West. Our Arboretum site is a resident clinic staffed by faculty and each clinical site also offers ultrasound on site for our obstetrical and gynecology patients. Our team consists of MDs, DOs, APPs, registered nurses, medical assistants, sonographers, and patient scheduling representatives. RN responsibilities include triage (60%), patient education, care management, medication administration and managing diverse social needs (40%).

## **Urology:**

Ambulatory Urology is a fast-paced surgical specialty ranked among the country's top programs in US News and World Report. Our patient population includes men and women of all ages with complex urologic needs who seek care in one of our several subspecialty programs. Some of our distinctive specialties including urologic cancers, stone disease treatment and management, voiding dysfunction, urinary incontinence, men's sexual health, women's pelvic health, and complex urinary tract reconstruction. Diagnostic and treatment procedures are done in our ambulatory procedure center and include cystoscopies, prostate biopsies, diagnostic radiologic imaging, urodynamic testing, stent management, catheter management, Botox injections, vasectomies, and many more. We work as a collaborative team of urologists, nurse practitioners, physician assistants, procedure nurses, triage nurses, pre-op nurses, medical assistants, lab techs, radiology techs, surgical schedulers, nutritionist, wound/ostomy nurses, and patient scheduling specialists. A nurse in Urology would have responsibilities that include performing nurse run procedures, telephone triage, patient education, lab result management, patient care coordination and follow up, medication administration, in-clinic patient assessment, and assisting physicians with clinical needs. Some nurses have autonomous procedure and clinic schedules that include visits such as chemotherapy administration via bladder instillation, catheter management and education, oral and injectable medication administration, injection teaching, urodynamic testing, Interstim Therapy management, ostomy care and education, and pre-operative education. Ideal candidates will have strong critical thinking and communication skills along with the desire to learn and continue to grow as part of a team.

- ***Triage and Patient Interaction Breakdown (RN is involved in learning all roles within the clinic):***
  - Procedure RN – 85% face-to-face procedure and clinic visits.
  - RN Triage – 90% telephone and triage work.
  - Urodynamic – 50% procedure/clinic visits and 50% triage work.
  - Pre-op – 50% face-to-face patient education, 50% phone education and care coordination.

## **Pediatrics:**

Registered Nurses provide professional nursing services in a fast-paced collaborative setting caring for the preventative and chronic health care needs of the patient and families/guardians of children ages 0-21. Responsibilities include, but are not limited to, telephone triage (90%), performing patient education, chronic care management and follow up, assessing patient's physical and psychological needs, administering medications and vaccines, assisting physicians with procedures, supervising and directing the actions of unlicensed staff, and responding to medical emergencies (10%). The nurses are skilled in the critical thinking required for in-person and triage assessment. The child friendly setting offers the ability to promote wellness and foster professional relationships with the patients and families/guardians over time as our patients grow.

## **Pediatric Specialty Clinics at American Family Children's Hospital (AFCH):**

The Pediatric Specialty Clinics are a combination of 26 medical and surgical specialties/sub-specialties practicing within the same clinic space. The clinic space is located on the 2nd floor of the American Family Children's Hospital. We provide care for pediatric patients from birth to 21 years of age. We provide multi-disciplinary care for our pediatric patient population which can include MDs, APPs, OT, PT, SLP, Nutrition, Social Work, Behavioral Health, Child Life, and many others. The Pediatric Specialty Clinics are a high-volume, somewhat fast-paced patient care setting. The clinics offer both in-person and telehealth visits within the various specialties. Registered Nurses in the Pediatric Specialty Clinics provide a variety of skills that vary by specialty. Skills include things such as patient teaching, patient assessments, medication administration, telephone triage, care management, and supervising and directing care of unlicensed staff. In addition, RNs in the clinic are involved in quality improvement, precepting, and other non-direct patient care initiatives. RNs in the clinic collaborate with their specialty care team, as well as colleagues within the other specialties, to provide remarkable, patient and family centered care.

## **Specialty Clinic – East Madison Hospital:**

East Madison Hospital's Specialty Clinic is a combination of 8 specialties in one location. These specialties include General Surgery, Endocrine Surgery, Bariatric Program, Urology, Sleep, Vascular Surgery, Endocrine (fine needle aspiration procedures only), and Neurology (specific to Huntington's Disease and epilepsy). The clinic has over 40 providers (MDs, surgeons, and advanced practice providers) and is fast paced with approximately 120 visits daily between all listed specialties. RNs work within a specific specialty typically but have the option to cross-train if desired which makes this clinic unique in the range of knowledge and experience opportunities. RN responsibilities include pre-op education, triage, medications, and some procedures including urinary catheter changes and Testopel injections, IV hydration and wound care. The Bariatric program offers exposure to multi-disciplinary patient care models including surgeons, APPs, health psychologists and dietitians. 80% triage/computer work, 20% face-to-face.

## **Mohs Dermatology Surgery:**

Mohs Surgery is a unique nursing experience. Mohs is a procedure that was created here at UW by Dr. Fred Mohs and is a tissue sparing technique that allows patients to go home skin cancer free. The procedures are amazing in that the surgeons also repair the great defects left from removing large areas of skin cancer on sensitive spots, such as the eyes, nose, cheek, ear, shin, hands, and feet. Mohs is hands-on nursing care mixed with triaging new and following up on current patients. Mohs has a tremendous team of experienced RNs and MAs that work well together to create flow in the clinic to allow for efficiency. The opportunity for a nurse resident would be to learn from nurses that have had the hands-on experience and can now pass it along. Another very interesting piece of the Mohs clinic is the nurse autonomy. They own their practice and make changes to allow for best care for patients. This is rare in nursing to see such ownership of what they do, and it makes a very caring and patient-centered environment. 90-95% triage/computer work, <10% face-to-face.

## **Cancer Clinics / Oncology:**

The Cancer Clinics, located on the 2nd floor of University Hospital, includes the specialties of medical oncology, malignant and benign hematology, bone marrow transplant, and palliative care. Clinic RNs work in teams with physicians, nurse practitioners, medical assistants, and nurse navigators to serve the needs of each patient from diagnosis through survivorship. The Chemotherapy/Treatment room serves all these specialties seen on the 2nd floor as well as the gynecologic oncology patients who are seen on the 1st floor Cancer Clinics. Chemotherapy nurses administer both standard of care and clinical research IV, subcutaneous, intramuscular, and oral therapies to patients, as well as supportive care treatments and blood transfusions. Bone marrow biopsies and lumbar punctures with and without sedation are done with the assistance of chemotherapy room RNs. The Cancer Clinics Lab is staffed entirely by RNs who draw labs from central lines, place IVs for patients receiving treatment that day, and collect research kits for a wide variety of studies. Our nurse triage office consists of RNs taking live patient calls and electronic messages from patients; this is another fast-paced work environment that teaches RNs to assess patients in new ways.

- **Chemo RN:** 90% face-to-face patient care, 10% triage/computer work.
- **Clinic RN:** 70% triage/computer work, 30% face-to-face patient care.

## **Otolaryngology (ENT):**

The ENT Clinic is a surgical sub-specialty clinic that provides a range of services including General ENT, Rhinology, Otolaryngology/Neurotology, Facial Plastics and Reconstruction, Laryngology, Head and Neck Cancer, and Skull Base Tumor care. We have 13 surgeons, 1 non-surgeon MD, and 7 Advanced Practice Providers. Our providers also work in collaboration with Speech and Language Pathology (Voice Specialists with Laryngologists, and Swallow Specialists with Head and Neck surgeons), and with Audiology (Audiologists with our Otolaryngologists/Neurotologists and APPs). We are a referral center for specialized services related to hearing loss, vestibular conditions, acoustic neuromas/brain and skull base tumors, voice and swallow disorders, facial nerve disorders and paralysis, sinus disorders and cancers, and head and neck conditions and cancers. Related services requiring prior authorization include but are not limited to: Cochlear Implants, BAHA (Bone Anchored Hearing Aids), septal button placements, surgical revisions, endoscopy, laryngoscopy, laser treatment, vocal cord injections, fine needle aspirations, temporal artery biopsies, and a high volume of audiology tests including Videonystagmography (VNG), Rotary Chair, Vestibular Evoked Myogenic Potentials (VEMP), Video Head Impulse Test (vHIT), and Electrocochleography (ECOG). 60% triage/computer work, 40% face-to-face patient care.

## **Orthopedics:**

UW Health Orthopedics Clinics are comprised of subspecialty clinics in Hand & Upper Extremity Surgery, Foot & Ankle Surgery, Rehabilitation Medicine, Spine Surgery, Sports Medicine and Total Joint Replacement. This is a fast-paced clinic with about 250 patient visits per day. Our nursing team works closely in collaboration with the physicians, advanced practice providers, medical assistants, cast technicians and surgical schedulers to coordinate care for operative and non-operative patients with acute and chronic musculoskeletal needs. While the majority of our nursing team works within a specific subspecialty, there is the opportunity for cross training to work in multiple subspecialties. The residency experience will include exposure to each of the subspecialties. Our nursing team has a lot of longevity and expertise within Orthopedics and will be great preceptors to nursing care, and their subspecialty areas of expertise – from patient intake triage (95%) through pre-operative patient preparation to post-operative care following surgery and long-term patient follow-up (5%).

## **Transplant Center:**

The UW Health Transplant Center specializes in the care of pre- and post-transplant patients and living donors. With over 5,000 clinic visits and 200 biopsy visits per year, we are expanding into a new Transplant Center location (within UH) by 2023. 75% face-to-face patient care, 25% triage/computer work.

- ***Clinic:*** Our team consists of MDs, APPs, RNs, Medical Assistants, and Patient Scheduling Specialists. RN responsibilities encompasses procedure care, patient education, care management, assessment of patient's physical and psychological needs, direction/supervision for the actions of unlicensed staff, and responding to medical emergencies. We have a busy and expanding procedure clinic, consisting of pre, intra, and post-transplant biopsy care and various infusions. Note: Transplant Clinic triage is provided by Transplant Coordinators instead of RNs.

## **Vein and Vascular Surgery:**

The UW Health Vascular Surgery Clinics provide expert treatment for a full range of vascular conditions including but not limited to complex aortic pathologies like thoracic and thoraco-abdominal aneurysms, aortic dissections, abdominal aortic aneurysms, and lower extremity diseases such as critical limb ischemia, venous thrombosis, peripheral vascular disease with non-healing ulcers, and compartment syndromes. The division supports non-invasive diagnostic vascular laboratory studies, surgical interventions, conservative medical and exercise treatments, and minimally invasive percutaneous treatments. Nursing staff work in very close collaboration with our surgeons and advanced practice providers to provide advanced care to this often-complex patient population. We help nurses cultivate their assessment skills and clinical education in a clinic setting through experience with high-level triage, disease and perioperative patient education, and complex wound care including some in-office procedures. As part of our onboarding, nurses have the opportunity to shadow surgeries and other procedures. Nothing routine about a day in vascular surgery clinic!

- ***Vascular Clinics:*** 50% face-to-face patient care and 50% computer/phone triage.
- ***Vein Clinic:*** Majority face-to-face patient care, as there are more procedures.