

URGENT CARE TRAINING PROGRAMME

LEARNING OBJECTIVES

Last reviewed:

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THE URGENT CARE PHYSICIAN

INTRODUCTION

The Urgent Care training programme learning objectives address the diagnosis and management of common or important conditions seen in patients presenting to Urgent Care facilities.

The patients and conditions seen are shaped by the Urgent Care environment, in particular, extended hours, x-ray on-site, and the facility's standing as an intermediary, with links and responsibilities to secondary care providers and the patient's usual general practitioner.

The Urgent Care learning objectives refer in particular to the following:

1) Acute presentations

The Urgent Care Physician will have a detailed knowledge of the diagnosis and management acute presentations.

2) Other common presentations

In the case of non-acute conditions which commonly present to Urgent Care facilities, the Urgent Care Physicians is expected to learn sufficient to meet the patient's immediate needs and refer for ongoing care.

3) Care of a patient whom the doctor does not know, and whose medical notes are not available

The Urgent Care Physician acknowledges the difficulties and risks of practising with these limitations and learns and adopts practices that mitigate risk.

4) Referral for secondary care

The Urgent Care Physicians will know when to refer and how to communicate clearly and effectively with secondary care providers.

5) Referral to the patient's usual general practitioner.

The Urgent Care Physician will communicate clearly and promptly with the patient's usual general practitioner.

CORE ATTRIBUTES OF THE URGENT CARE PHYSICIAN

GENERAL ATTRIBUTES

The Urgent Care Physician:

[From Medical Council of New Zealand guidelines]:

- Accepts a share of the profession's responsibility to society in matters relating to the health and safety of the public, health education, and legislation affecting the health or well-being of the community
- Keeps in confidence information derived from a patient, or from a colleague regarding a patient, and divulges it only with the permission of the patient except when the law requires otherwise.
- Recommends only those diagnostic procedures which seem necessary to assist in the care of the patient and only that therapy which seems necessary for the well-being of the patient.
- Exchanges such information with patients as is necessary for them to make informed choices where alternatives exist.

- When requested, assists any patient by supplying the information required to enable the patient to receive any benefits to which he or she may be entitled

SPECIFIC ATTRIBUTES

- Can diagnose patients with a wide range of acute presenting symptoms.
- Can manage a number of patients concomitantly, using efficient triage to guide order of treatment.
- Rapidly identifies patients who need urgent treatment and transfer.
- Initiates management plans, which include treatment, disposition and followup.
- Is skilled in managing changing workloads.
- Works as part of a team.
- Knows the administrative and healthcare systems of the facility and the community.

LEARNING AND ASSESSMENT MODALITIES

The following Learning Objectives describe the knowledge, skills and attitudes that a Fellow of CUCP is expected to acquire during training. Many of the learning points are formally taught during the training programme through the Urgent Care Course (UCC) or University papers, however many are not and the trainee is expected to undertake a certain amount of self-directed learning. There are also many informal learning opportunities which are expected to complement formal teaching such as clinical practice, informal teaching, peer review, CME activities, clinical audits, patient satisfaction surveys, specialist clinics and supervisor meetings.

All learning objectives are assessed formally during the UCC, UCPEX or University assessments. There are also a number of informal assessments that occur throughout the training programme including weekend courses, supervisor appraisals, notes audits, patient satisfaction surveys, and clinical audits.

ADVANCED SKILLS

“Advanced skills” are marked (a). All Urgent Care Physicians are expected to be broadly familiar with Advanced Skills, and to be able to establish specific competence in some practice settings.

GOOD MEDICAL PRACTICE

Learning Objective

Required Competencies

Clinical Assessment:

History:

- Elicit a complete and accurate clinical history in all circumstances, including clinical and psychosocial factors.
- Elicit relevant positive and negative features.
- Be aware of the difference between open and closed questions, and when to use them.
- Avoid the use of leading questions.
- Understand there are different ways common symptoms may be described, particularly between cultures.

Examination:

- Perform an accurate physical examination relevant to the clinical history.
- Elicit and interpret relevant clinical signs.
- Maintain patient dignity and privacy.

Diagnosis

- Construct a differential diagnosis, and a likely working diagnosis.
- Use relevant investigations to confirm or refute the diagnosis.
- Be aware of potential life-threatening diagnoses for some common presenting symptoms (e.g. headache, chest pain) and ensure that these are considered and excluded.
- Be aware of atypical presentations.
- When a non-specific diagnosis is made, have a clear plan for further investigation / follow-up and review.

Clinical decisions

- Formulate a clear management plan, including investigation, treatment, follow-up, review and safety netting.
- Always provide for a change in clinical condition or deterioration after discharge.
- Recognise patients who require hospital referral / admission, and those who can be safely discharged.
- Be aware of the potential for bias to influence practice.
- Reach a decision based on logical reasoning.
- Seek advice when unsure.

Documentation

- Keep clear, contemporaneous, and complete records of the consultation, including diagnosis / differential diagnosis and management plan.
- Document relevant positive and negative features of the history and examination.
- Record all medication given and when.
- Record investigation results.
- Ensure all referrals include succinct clinical details.
- Record times and dates appropriately.
- Document all advice given.

Communication Skills:

General

- Know the principles of good communication, including the use of verbal and nonverbal cues.
- Has an awareness of cultural diversity and the ability to function effectively, and respectfully, when working with and treating people of different cultural backgrounds.

- Know the principles of conflict resolution.
- Be approachable and willing to listen.
- Understand the risks to patients of poor communication.

Colleagues

- Ensure important clinical information is emphasised in clinical notes and in verbal handover.
- If patient care is transferred, ensure comprehensive handover.
- Make clear, concise referrals.
- Communicate promptly with General Practitioners.
- Appreciate the value of and the roles of other team members.
- Delegate appropriately, with clear instructions.
- Give clear and constructive feedback.

Patients

- Communicate effectively with patients and their family members.
- Be aware of and use rapport building techniques.
- Use language that patients can understand.
- Encourage patient involvement in the decision making process, and ensure the management plan is fully understood.
- Be caring and empathetic.
- Be familiar with techniques to use when breaking bad news

Life-long learning/maintaining standards

- Appreciate the need for on-going learning and professional development.
- Identify your weaknesses / knowledge gaps, and actively try to rectify these.
- Appreciate the value of audit activities and use them to improve your practice.
- Reflect on events / consultations to improve your practice.
- Be able to critically appraise literature and form your own conclusions.
- Practice evidence based medicine.

Professionalism

- Be professional and courteous at all times.
 - Maintain patient confidentiality.
 - Adopt a non-judgemental, non-discriminatory attitude.
 - Know your limits, and seek help/advice appropriately
 - Do not allow patient care to be compromised due to interpersonal differences or beliefs.
 - Value your own health.
-

ANAESTHETICS

Learning Objective

Required Competencies

Pain

Management: Demonstrate the ability to safely and effectively relieve pain.

Knowledge:

- Understand the use of common analgesic agents, including their indications / routes of administration / complications / contraindications and side effect profiles:
 - Paracetamol
 - NSAIDs
 - Opiates
- Knowledge of controlled drug policies
- Use of local anaesthesia including:
 - Dose
 - Toxicity
 - Techniques for infiltration (including pain minimisation)
 - Use of adrenaline
 - Topical anaesthesia
- Anatomy and physiology of peripheral nerves
- Broad understanding of the principles of conscious sedation

Skills:

- Assessment of pain severity, including pain scoring, and regular reassessment
- Safe prescribing
- Patient monitoring
- Perform peripheral nerve blocks, including:
 - Digital
 - Wrist (ulna, median, radial)
 - Facial (auricular, supraorbital, infraorbital)
 - Ankle
- Use of adjuncts for pain management e.g. splinting, elevation, ice, distraction

CARDIOLOGY

Learning Objective

Required Competencies

Diagnosis: Demonstrate the ability to competently assess a presenting cardiovascular problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Basic anatomy, structure and function of the cardiovascular system
- Be familiar with common or important cardiovascular problems, their symptoms and signs, differential diagnoses and their management
- Be familiar with the serological markers of myocardial ischaemia

Skills:

- Cardiovascular history and examination
- Ability to simultaneously assess a patient, and commence treatment in cases of clinical urgency, for example chest pain
- Order / perform and interpret an ECG

General Cardiology:

Demonstrate competence in the management of common cardiovascular problems, including when to refer.

Knowledge:

- Management of endocarditis
- Management of myocarditis
- Management of pericarditis
- Prevention and management of rheumatic fever
- Management of heart failure, acute and chronic

Chest pain / Myocardial

Ischaemia: Demonstrate competence in the management of chest pain / myocardial ischaemia, including when to refer.

Knowledge:

- Management of undifferentiated chest pain
- Management of acute coronary syndromes and myocardial infarction, including an awareness of the treatment that would be received in secondary / tertiary care
- Management of angina
- Management of cardiovascular risk factors

Skills:

- Use of M.O.N.A in the treatment of MI
- Use of oxygen
- Obtain intravenous access
- Use cardiac monitoring

Attitudes:

- Be aware of the potential for rapid deterioration in patients with cardiac problems

Rhythm disturbance:

Demonstrate competence in the management of common rhythm disturbances, including referral.

Knowledge:

- Management of conduction abnormalities
- Management of supraventricular arrhythmias
- Management of ventricular arrhythmias
- Management of asystole

Skills:

- Basic and advanced resuscitation modalities used in the management of rhythm disturbance (see Resuscitation for further detail) including:
 - Non-pharmalogical methods of cardioversion, e.g. valsalva
 - DC cardioversion
 - Cardiac pacing
 - Defibrillation

DERMATOLOGY

Learning Objective

Required Competencies

Diagnosis: Demonstrate the ability to competently assess a presenting skin problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Basic anatomy / structure / function of the skin / nails and hair
- Be familiar with common or important skin problems, their symptoms and signs, distributions, differential diagnoses and their management.
- Dermatologic terminology

Skills:

- Basic dermatologic history
- Perform a dermatologic examination and be able to accurately describe skin lesions / rashes
- Take / order and interpret skin investigations including fungal scrapings, bacterial culture, and viral swabs
- Recognise skin lesions which require excision or biopsy, and biopsy or refer

General Dermatology:

Demonstrate competence in the management of common or important skin problems, including when to refer.

Knowledge:

- Management of common skin infections /exanthems
- Management of dermatologic infestations
- Management of eczema, including use of creams/ lotions / ointments
- Management of psoriasis
- Management of urticaria and angioedema
- Management of sun damaged skin including pigmented skin lesions and skin cancers
- Management of bullous skin disease
- Management of the unwell patient with a rash
- Management of common hair and nail problems
- Management of cutaneous drug reactions
- Management of common facial rashes (acne, seborrheic dermatitis, rosacea, perioral dermatitis)
- Management of contact dermatitis
- Management of pityriasis rosea

ENDOCRINOLOGY

Learning Objective

Required Competencies

General Endocrinology:

Demonstrate the ability to competently diagnose and manage a presenting endocrine problem, including when to refer.

Knowledge:

- Basic anatomy/structure/function of the endocrine system.
- Management of diabetes mellitus, including emergency and chronic presentations:
 - Hyperglycaemia (DKA, HONK)
 - Hypoglycaemia
 - Broad understanding of the long term management of diabetes
 - Broad understanding of the long term complications of diabetes
- Management of thyroid emergencies:
 - Hyperthyroidism (thyrotoxicosis, Grave's disease, periodic paralysis)
 - Hypothyroidism (myxoedema coma)
- Management of adrenal insufficiency / crisis
- Management of alcoholic ketoacidosis
- Management of electrolyte imbalance (sodium, potassium, calcium)

Skills:

- Use of glucometer
- Prescribe insulin, fluids in the management of acute hyperglycaemia.
- Use of glucose and glucagon
- Examination of the thyroid gland

ENT

Learning Objective

Required Competencies

Diagnosis:

Demonstrate the ability to competently assess a presenting ENT problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Knowledge of basic anatomy structure and function of the ear, nose and throat
- Knowledge of the normal hearing and speech mechanisms
- Be familiar with common or important urgent ENT problems, their symptoms and signs, differential diagnoses and their management

Skills:

- History and examination as it relates to an ENT presenting complaint
- Use of instruments to examine the ear, nose and oropharynx
- Use of tuning fork tests to evaluate hearing
- Use of valsalva manoeuvre to assess Eustachian tube / middle ear function
- Use of hall-pike manoeuvre in the assessment of vertigo
- Interpretation of audiometry and tympanometry

Trauma: Demonstrate competence in the management of ENT trauma, including when to refer for investigation and treatment.

Knowledge:

- Management of tympanic membrane rupture
- Management of ear lacerations / haematoma
- Management of nasal trauma, including nasal fractures and timely referral.
- Management of epistaxis

Skills:

- Perform local anaesthetic ear / facial blocks
- Use of local anaesthetic in nasal trauma
- Use of nasal cautery.
- Use of nasal packing / tampon
- Be able to identify a septal haematoma
- To be able to remove ENT foreign bodies, and recognise those that require referral

Non-traumatic:

Demonstrate competence in management of common or important non-traumatic ENT problems, including when to refer.

Knowledge:

- Management of common ENT problems including nasal obstruction / rhinitis, Eustachian tube dysfunction, wax impaction
- Management of acute hearing loss
- Management of common ENT infections including sinusitis, sore throat, tonsillitis, otitis media and glue ear, otitis externa
- Management of dysphagia
- Management of dysphonia
- Management of tinnitus
- Management of vertigo
- Management of neck lumps
- Be familiar with the use of ear syringe / suction to clear the external auditory canal
- Be familiar with uncommon but important diagnoses such as mastoiditis,

cholesteatoma

Skills:

- Aural toilet / insertion of ear wick
-

ENVIRONMENTAL MEDICINE

Learning Objective

Required Competencies

Demonstrate the ability to competently assess and manage common / important environmental medicine problems, including when to refer.

Knowledge:

- Management of hyperthermia
- Management of hypothermia / cold injury
- Management of electrical injuries
- Management of immersion injury / near drowning
- Management of dysbaric injury (decompression illness, barotraumas)
- Management of altitude illness
- Management of bites / stings / envenomation

Skills:

- ABCD approach to unwell patient
- Apply warming / cooling
- Order and interpret ECG
- Management of burns

GERIATRICS

Learning Objective

Required Competencies

Diagnosis and management:

Demonstrate the ability to competently assess and manage the elderly patient presenting with an urgent problem, including when to refer.

Knowledge:

- Background knowledge of physiological age related changes
- Common infections affecting elderly patients
- Common co-morbid conditions affecting elderly people, including:
 - Osteoporosis
 - Atrial fibrillation
 - Hypertension
 - Postural hypotension
 - Cerebrovascular disease
- Acute confusional states
- Falls
- Prescribing for the elderly patient
- Stroke / TIA
- Elder abuse

Skills:

- Geriatric history and examination
- Examine for postural hypotension
- Perform MMSE

GYNAECOLOGY

Learning Objective

Required Competencies

Diagnosis: Demonstrate the ability to competently assess a presenting gynaecological problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Knowledge of basic anatomy, structure and function of the female reproductive system
- Be familiar with common or important acute gynaecological problems, their symptoms and signs, differential diagnoses and management

Skills:

- Take a gynaecological history
- Use of a vaginal speculum
- Take a cervical smear
- Take / request samples for laboratory investigation including high vaginal swab, endocervical swab (chlamydia, trans), viral swab, chlamydia urine
- Genital examination including pelvic examination
- Perform a breast examination
- Order pelvic/pregnancy ultrasound
- Perform urine stick testing
- Perform urinary pregnancy test
- Order serum bHCG test
- Order antenatal blood tests

Attitudes:

- Be sensitive to the personal nature of gynaecological problems
- Offer and use a chaperone

General Gynaecology:

Demonstrate competence in the management of common gynaecological problems, including when to refer.

Knowledge:

- Management of common breast problems
- Management of acute pelvic pain
- Management of vaginal discharge
- Management of common vulval problems
- Be familiar with the range of contraceptive options available, and their various indications / contraindications

Menstrual problems:

Demonstrate competence in management of common or important menstrual problems, including when to refer.

Knowledge:

- Management of abnormal vaginal bleeding
- Management of dysmenorrhoea and endometriosis
- Management of amenorrhoea

Early pregnancy

problems: Demonstrate competence in management of common or important

Knowledge:

- Management of bleeding in early pregnancy, including protocols for Anti-D administration
- Management of abdominal pain in early pregnancy
- Management of ectopic pregnancy

early pregnancy problems, including when to refer.

- Management of unplanned pregnancy, including when to refer for termination of pregnancy (or arrange for referral if unwilling to refer due to personal beliefs)
- Management of nausea and vomiting in early pregnancy

Skills:

- Remove products of conception from cervical os in the management of miscarriage / cervical shock
- Order serial bHCG testing

Attitudes:

- Acknowledge that personal beliefs must not compromise patient care
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INFECTIOUS DISEASES

Learning Objective

Required Competencies

Demonstrate the ability to competently assess and manage common / important infectious diseases, including when to refer.

Knowledge:

- Management of common / important infections in the traveller, including:
 - Traveller's diarrhoea
 - Fever in the returned traveller (particularly malaria, dengue fever)
- Acute viral infections, including:
 - Hepatitis (Hep A, B, C)
 - Cytomegalovirus
 - Infectious mononucleosis
 - HIV
- Management of needle stick injury
- Management of sepsis
- Management of CNS infections (meningitis / meningococcal disease, encephalitis)
- Management of soft tissue, bone and joint infections
- Knowledge of notifiable diseases and local protocols for notification

Skills:

- Basic travel history and examination
- Ordering and interpreting laboratory tests
- Rational prescribing of antibiotics to prevent / reduce resistance
- Infection control procedures
- Safe sharps disposal

NEUROLOGY

Learning Objective

Required Competencies

Objective: Demonstrate the ability to competently assess a presenting neurological problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Basic anatomy/structure/function of the neurological system
- Be familiar with common or important neurological problems, their symptoms and signs, differential diagnoses and their management.

Skills:

- Perform a full neurological history and detailed examination of the PNS and CNS
- Assessment of Glasgow coma score

Trauma: Demonstrate competence in the management of Head trauma, including when to refer for investigation and treatment.

Knowledge:

- Management minor head injury
- Management of post-concussion syndrome

General Neurology:

Demonstrate competence in the management of common or important neurological problems, including when to refer.

Knowledge:

- Management of reduced level of consciousness / coma
- Management of syncope
- Management of postural hypotension
- Management of seizures including first seizures and status epilepticus
- Management of CVA and TIA
- Management of acute confusional states / delirium
- General principles of managing dementia

Headache: Demonstrate competence in the management of Headache as a presenting problem, including when to refer.

Knowledge:

- Management of common causes of headache, including:
 - Migraine
 - Tension headache
 - Cluster headache
- Management of sinister headache including:
 - Subarachnoid haemorrhage
 - CNS infection
 - Space occupying lesions

OROFACIAL

Learning Objective

Required Competencies

Diagnosis:

Demonstrate the ability to competently assess a presenting orofacial problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Knowledge of basic orofacial anatomy
- Knowledge of the structure of a normal tooth
- General dental terminology
- Normal dental development
- Common or important urgent orofacial problems, their symptoms and signs, differential diagnoses and their management

Skills:

- Dental history taking
- Intraoral and extraoral examination
- Order and interpret dental / facial x-rays

Trauma: Demonstrate competence in the management of orofacial trauma, including when to refer for investigation and treatment.

Knowledge:

- Management of tooth injury and avulsion
- Management of facial fractures / dislocations
- Management of other oral trauma, including lacerations

Skills:

- Perform local anaesthetic dental / facial block (a)
- Replace and splint an avulsed tooth

Other: Demonstrate competence in management of common non-traumatic orofacial problems, including when to refer.

- Management of dental abscess including antibiotic therapy, analgesia and when to refer for drainage if required
- Management of pulp pain and dental caries
- Management of gingivitis and periodontal disease
- Management of mouth ulceration
- Management of dry socket
- Management of acute salivary duct problems
- Management of acute aspects of TMJ dysfunction

PATHOLOGY

Learning Objective

General: Demonstrate the ability to rationally order, and accurately interpret common laboratory tests in order to aid diagnosis and direct treatment.

Required Competencies

Knowledge:

- Order and interpret:
 - FBC
 - LFTs
 - Renal function / electrolytes
 - CRP vs ESR
 - Urine microscopy and culture
 - Faecal cultures
 - Bacterial swabs (throat, wound, eye, ear, soft tissue infection)
 - Sputum culture
 - Blood cultures
- Knowledge of anaemia
- Knowledge of bleeding disorders and thrombosis

PHARMACOLOGY

Learning Objective

Required Competencies

Prescribing:

Demonstrate the ability to prescribe medication safely.

Knowledge:

- Basic pharmacology
- Common drug interactions
- Common adverse drug reactions
- Drugs in pregnancy and breast feeding
- Drugs and driving / diving safety
- Principles of good prescribing
- Prescribing for the elderly patient

Skills:

- Educating a patient about medications prescribed

Toxicology:

Demonstrate competence in the initial management of overdose.

Knowledge:

- General / supportive management of overdose
- Specific toxins and their antidotes, including:
 - Paracetamol
 - Antidepressants
 - Salicylates
 - Opiates
 - Benzodiazepines
 - Carbon monoxide
 - Organophosphates
- Serotonergic and neuroleptic syndromes
- Ingestion of poisonous plants

Skills:

- Recognise common toxidromes
- Initial management of poisoning, including:
 - External decontamination
 - ABC, IVC, fluids, oxygen, warming, monitoring
 - Internal decontamination (including activated charcoal, milk or water)
 - Use of naloxone
 - Use of cogentin
- Access poisons centre information

PSYCHIATRY

Learning Objective

Required Competencies

Diagnosis: Demonstrate the ability to competently assess a presenting Mental Health problem, initiate treatment and refer, including provision for immediate safety, and / or long term follow-up.

Knowledge:

- Be familiar with common or important mental health problems, their assessment and management, including:
 - Depression
 - Anxiety disorders
 - Acute psychosis
 - Substance abuse, including alcohol and other illicit substances
 - Insomnia
 - Self harm / suicidal ideation
 - Postpartum depression
- Be familiar with local mental health services including crisis teams, alcohol / drug services, and their respective referral processes
- Knowledge of the Mental Health Act
- Knowledge of the Misuse of Drugs Act

Skills:

- Basic psychiatric history (and physical examination as)
- Mental state examination
- Assess suicide risk and manage safely
- Order and interpret investigations to exclude organic illness as
- Recognise drug seeking behaviours
- Recognise acute withdrawal states

RESPIRATORY

Learning Objective

Required Competencies

Diagnosis: Demonstrate the ability to competently assess a presenting respiratory problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Basic physiology, anatomy, structure and function of the respiratory system, including oxygen dissociation curve.
- Be familiar with common or important respiratory problems, their symptoms and signs, differential diagnoses and their management.

Skills:

- Basic history and examination of the respiratory system
- Assess severity of breathing difficulty
- Use of pulse oximetry
- Order and interpret ECG
- Measure peak flow
- Order and interpret laboratory investigations
- Order and interpret CXR, including inspiratory / expiratory films

General: Demonstrate competence in the management of common respiratory problems, including when to refer.

Knowledge:

- Management of acute shortness of breath
- Management of asthma, including:
 - Acute severe asthma
 - Infective exacerbations
 - Broad knowledge of the long term management of asthma
- Management of COPD, including:
 - Acute exacerbations
 - Broad knowledge of long term management
- Management of community acquired pneumonia
- Management of minor respiratory tract infections
- Broad understanding of the management of pulmonary tuberculosis
- Management of haemoptysis
- Management of venous thromboembolism
- Management of spontaneous pneumothorax
- Management of pleuritic chest pain
- Management of smoking cessation

Skills:

- Use of nebulisers, spacers, inhalers and turbuhalers
- Use of oxygen

RESUSCITATION

Learning Objective

Required Competencies

Objective: Demonstrate the ability to competently manage a collapse / cardiac arrest.

Knowledge:

- Adult collapse / cardiac arrest algorithms
- Airway foreign body algorithm
- Resuscitation drugs, including indications / contraindications and routes of administration.
- Management of important treatable conditions that can contribute to cardiopulmonary arrest:
 - Hypoxia
 - Hypovolaemia
 - Hyper / hypokalaemia
 - Hyper / hypothermia
 - Hyper / hypoglycaemia
 - Tension pneumothorax
 - Toxicity
 - Thrombosis
 - Tamponade
- Knowledge of common toxidromes and their management
- Resuscitation of the pregnant patient

Skills:

- Lead an arrest / resuscitation situation
- Ability to assess and treat simultaneously the critically unwell patient
- Ability to assess and limit potential dangers to the rescuers
- Assess responsiveness, airway, breathing and circulation
- Perform CPR
- Airway management including advanced adjuncts:
 - Recognition of the obstructed airway
 - Airway opening manoeuvres including head tilt, chin lift and jaw thrust
 - Rescue breathing including mouth to mouth, mouth to nose, mouth to mask
 - Use of oxygen
 - Use of suction
 - Use of oro and nasopharyngeal airways
 - Use of laryngeal mask airway
 - Endotracheal intubation, including use of cricoid pressure and BURP, and assessment of tube placement
 - Bag mask ventilation
 - Trans-tracheal ventilation
 - Cricothyroidotomy
- Perform back blows / abdominal thrusts (Heimlich) in the management of airway foreign body
- Perform precordial thump
- Obtain vascular access -peripheral line, central line, cut down, intraosseous.
- Fluid resuscitation
- Placement of cardiac monitor electrodes
- Management of arrhythmia:
 - Recognise shockable rhythm

- Safe defibrillation
- Use of AED as an alternative to manual defibrillation
- DC cardioversion
- Vagal manoeuvres (carotid sinus massage, valsalva)
- Transcutaneous pacing
- Needle decompression of tension pneumothorax

Attitudes:

- Team work
- Recognise the need to call for help early
- Recognise own limitations
- Recognise value of debriefing after critical events

Emergency

Presentations:

Demonstrate competence in the management of important emergency presentations.

Knowledge:

- Management of anaphylaxis
 - Management of shock
 - Management of severe asthma

 - Management of pulmonary oedema
 - Management of diabetic emergencies
 - Management of poisoning
 - Management of coma
-

RHEUMATOLOGY

Learning Objective

Required Competencies

Diagnosis: Demonstrate the ability to competently assess a presenting rheumatologic problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Basic anatomy/structure/function of the musculoskeletal system / synovial joints
- Be familiar with common or important rheumatologic problems, their symptoms and signs, differential diagnoses and their management.

Skills:

- Rheumatologic history
- Examine common synovial joints
- Joint injection / aspiration
- Order and interpret laboratory or radiological investigations in order to aid diagnosis.

General Rheumatology: Demonstrate competence in the management of common / important rheumatologic problems, including when to refer.

Knowledge:

- Management of acute arthritis, including:
 - Septic arthritis
 - Gout
 - Trauma
 - Acute polyarthritis
- Management of the patient with arthralgia and a rash
- Broad knowledge of chronic arthritis management, including:
 - Osteoarthritis
 - Rheumatoid arthritis
- Knowledge of acute vasculitis, including polymyalgia rheumatica / giant cell arteritis

PAEDIATRICS

Learning Objective

Required Competencies

Objective: Demonstrate the ability to competently assess a presenting paediatric problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Be familiar with common or important paediatric problems, their symptoms and signs, differential diagnoses and their management.
- Know paediatric normal values for pulse, respiratory rate, and blood pressure

Skills:

- Age appropriate paediatric history and examination
- Use of urine bag in the diagnosis of urinary tract infection
- Engaging with children

Attitudes:

- Be aware that an illness in a child can often be a very stressful time for families

Paediatric Trauma:

Demonstrate competence in the management of paediatric trauma, including when to refer for investigation and treatment.

Knowledge:

- Salter Harris classification of paediatric fractures, and its implications for fracture healing and management.
- Normal paediatric musculoskeletal development, including age at ossification of different epiphyseal plates
- Management of common paediatric fractures, including:
 - Distal radius
 - Humerus - supracondylar
 - Clavicle
 - Tibia
- Management of pulled elbow
- Management of the clinical fracture
- Management of acute limp
- Age / weight drug dosing for the management of acute pain in children
- Management of head injuries
- Management of non-accidental injury

Skills:

- Ordering and interpreting x-rays, including:
 - Identify greenstick fracture
 - Identify elbow effusions
- Splinting / plastering of fractures, including prior to acute referral
- Providing timely / analgesia for musculoskeletal injuries
- Reduce pulled elbow
- Management of wounds / abrasions in children
- Recognise non-accidental injury patterns

General Paediatrics:

Demonstrate competence in the management of urgent / emergency problems,

Knowledge:

- Management of anaphylaxis
- Management of seizures
- Management of tachyarrhythmias
- Management of meningitis / meningococcaemia

including when to refer.

- Management of acute severe asthma / exacerbations
- Management of Shock / fluid resuscitation
- Management of poisoning
- Management of coma / reduced level of consciousness
- Management of fever in the unwell child, including:
 - Fever with no focus
 - Fever in the child under 2yrs
- Knowledge of BLS and APLS protocols including:
 - An awareness of the important differences between an adult and paediatric resuscitation
 - Cardiac arrest
 - Respiratory arrest
 - Obstructed airway
 - Common resuscitation drugs used and their doses / routes
- Management of acute surgical problems, including:
 - Appendicitis
 - Obstruction, including intussusception and volvulus
 - Testicular torsion

Skills:

- Recognise the critically unwell child
- Perform CPR (including age appropriate hand / finger positions)
- Airway management, including basic and advanced adjuncts:
 - Opening the airway
 - Mouth to mouth / nose
 - Bag mask ventilation
 - Oropharyngeal / nasopharyngeal airways
 - Endotracheal intubation
 - Obstructed airway
- Safe defibrillation
- Obtain vascular access (including intraosseous route (a)) and commence fluid resuscitation

Attitudes:

- Recognise own limitations

General Paediatrics:
Demonstrate competence in the management of common paediatric problems, including when to refer.

Knowledge:

- Management of croup
- Management of gastroenteritis
- Management of bronchiolitis
- Management of pneumonia
- Management of urinary tract infections
- Management of common infestations, including:
 - Head lice
 - Scabies
- Management of soft tissue infections, including:
 - Cellulitis
 - Abscess

- Impetigo

- Management of otitis media
- Recognition and management of common infectious diseases in childhood, including an awareness of current immunisation schedules
- Broad knowledge of the long term management of asthma

Skills:

- Educate regarding asthma management, including use of spacers / inhalers and management plans.
 - Educate regarding oral rehydration in the management of gastroenteritis
 - Formulate a safe follow-up plan, taking into account social situation
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GASTROENTEROLOGY

Learning Objective

Required Competencies

Diagnosis: Demonstrate the ability to competently assess a presenting gastroenterological problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Basic anatomy/structure/function of the gastrointestinal system
- Be familiar with common or important gastroenterological problems, their symptoms and signs, differential diagnoses and their management.
- Be familiar with non-gastrointestinal conditions which may cause abdominal pain

Skills:

- Perform gastroenterological history and examination
- Perform PR examination
- Order and interpret stool and other laboratory investigations
- Order and interpret abdominal x-rays
- Order / interpret ECG
- Perform urine dipstick
- Perform urinary pregnancy test

Management:

Demonstrate competence in the management of common or important gastroenterological problems, including when to refer.

Knowledge:

- Management of acute abdominal pain, including:
 - Undifferentiated abdominal pain
 - Appendicitis
 - Gall stone disease
 - Ruptured AAA
 - Obstruction
 - Infarction
 - Diverticular disease
- Management of diarrhoea
- Management of constipation
- Management of nausea
- Management of ano-rectal problems
- Management of GI bleeding

Skills:

- Management of shock

OBSTETRICS

Learning Objective

Required Competencies

Demonstrate the ability to competently manage a presenting obstetric problem, including when to refer.

Knowledge:

- Normal physiological and anatomical changes associated with pregnancy
- General obstetric terminology
- Physiology and stages of normal delivery
- Broad understanding of the maternity system in New Zealand, and the general principles of maternity care
- Bleeding in late pregnancy, including:
 - Placenta previa
 - Placental abruption
 - Vasa previa
 - Role of anti-D
- Broad understanding of the management of common medical problems during pregnancy, including:
 - Asthma
 - Gestational diabetes
- Post partum haemorrhage
- Post partum infections
- Broad understanding of the management pre-eclampsia
- Broad understanding of the management of complications during delivery

Skills:

- Basic obstetric history and examination
- Use of ultrasound to identify fetal heart
- Emergency management of normal labour / delivery
- Management of shock

OPHTHALMOLOGY

Learning Objective

Required Competencies

Diagnosis: Demonstrate the ability to competently assess a presenting ophthalmological problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Basic anatomy/structure/function of the eye and visual system
- Be familiar with common or important ophthalmologic problems, their symptoms and signs, differential diagnoses and their management.
- General ophthalmologic terminology

Skills:

- Take an ophthalmologic history
- Perform an ophthalmologic examination
- Evert the eyelid
- Test visual acuity
- Test visual fields
- Perform ophthalmoscopy
- Use of a slit lamp
- Use of local anaesthetic drops
- Use of fluorescein staining
- Take swabs for culture
- Order and interpret orbital floor x-rays

Trauma: Demonstrate competence in the management of ophthalmologic trauma, including when to refer for investigation and treatment.

Knowledge:

- Management of corneal foreign bodies
- Management of corneal abrasion
- Management of penetrating eye injuries
- Management of blunt trauma including hyphaema and orbital floor fracture
- Management of lid lacerations
- Management of ocular burns

Skills:

- Remove simple foreign bodies
- Eye irrigation and use of eye padding

General Ophthalmology: Demonstrate competence in the management of common or important ophthalmologic problems, including when to refer.

Knowledge:

- Management of the red eye
- Management of common ocular infections including conjunctivitis
- Management of acute visual loss
- Management of orbital cellulitis
- Management of ophthalmic herpes zoster
- Management of glaucoma
- Management of acute iritis
- Management of vitreoretinal emergencies
- Management of eyelid problems

ORTHOPAEDICS

Learning Objective

Required Competencies

Diagnosis: Demonstrate the ability to competently assess a presenting orthopaedic problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Basic anatomy/structure/function of the musculoskeletal system
- Be familiar with common or important acute orthopaedic problems, their symptoms and signs, differential diagnoses and their management.
- Radiology decision rules for ankle, knee and cervical spine injuries

Skills:

- Basic history and examination relevant to presenting complaint / injury
- Logical approach to joint examination (look / feel / move/ special tests)
- Assess and record neurovascular status
- Order radiological investigations
- Detect common fractures / dislocations on xray
- Examine shoulder girdle, including:
 - Observe for deformity
 - Active range of movement tests including rotation and documentation of painful arc
 - Passive range of movement
 - Impingement tests
 - Instability tests
 - AC joint injury
 - Clavicle injury
- Examine elbow joint
- Examine forearm and wrist, including:
 - Bony tenderness (including anatomical snuff box) or deformity
 - Phalen's / Tinel tests
 - Finkelstein's test
- Examine spine, including:
 - Bony tenderness
 - Range of movement
 - SLR
- Examine hip joint and pelvis
- Examine knee joint, including:
 - Deformity
 - Bony tenderness
 - Joint line tenderness
 - Examine for effusion
 - Ligament instability (cruciates, collaterals)
 - Examine for meniscal injury
- Examine lower leg, including:
 - Bony tenderness
 - Calf
 - Achilles tendon (palpable gap, Thompson test)
- Examine ankle joint, including:
 - Deformity / soft tissue swelling
 - Bony tenderness (malleoli, base 5th metatarsal, fibula)
 - Instability (anterior drawer test)

- Examine foot
- Describe fractures, with reference to:
 - Bone and aspect (proximal/distal/head/neck/shaft etc)
 - Type (transverse, spiral, oblique, comminuted, intra-articular)
 - Position (displacement, angulation, rotation, shortening)
 - Open / closed injury

General management of

injuries: Demonstrate competence in the management of orthopaedic injuries including when to refer for investigation and treatment.

Knowledge:

- Pathophysiology of fracture healing
- General management principles for fractures, including broad understanding of reduction techniques which may be used in a hospital setting
- Acute management and follow-up of common fractures
- Common fracture management pitfalls
- Pathological fractures
- Complications and associated injuries of common fractures
- General management principles for dislocations, including the range of techniques for reducing dislocated joints.
- Complications and associated injuries of common dislocations (e.g. neurovascular injury)
- General management principles for soft tissue injuries (sprains, strains, contusions and crush injuries)
- Management of compartment syndrome
- Know the principles of the use of corticosteroids in intra-articular and other musculoskeletal injuries.
- Management of clinical fracture
- Commonly missed injuries
- Injury rehabilitation principles
- Analgesia for musculoskeletal injuries
- Orthopaedic emergencies and potentially life-threatening fractures

Skills:

- Joint aspiration / injection
- Providing adequate analgesia
- Sling application – broad arm, high arm, collar and cuff
- Use of compression bandage or padded crepe
- Educate patient regarding RICE
- Arrange safe follow-up
- Ability to assess the degree of urgency for referral , and recognise those injuries requiring immediate referral
- Recognise injuries requiring immediate referral
- Stabilise / splint fractures prior to hospital referral
- Immobilise fractures, including use of:
 - Above / below elbow backslabs and full casts
 - Above / below knee backslabs and full casts
 - One-step splints
 - Makeshift splints
 - Plaster of paris fibreglass
- Perform plaster check

- Reduce common dislocations
- Reduce simple fractures
- Perform haematoma block
- Emergency reduction of fractures / dislocations in limb threatening situations

Attitudes:

- Awareness of own limitations and the need to consult / refer

Specific problems by anatomical area:

Demonstrate competence in the management of common or important musculoskeletal problems, including when to refer.

Knowledge:

- Shoulder girdle:
 - Fracture clavicle
 - AC joint injuries
 - Shoulder dislocation (including assess for complications)
 - Fracture upper humerus
 - Brachial plexus injuries
 - Rotator cuff problems (tears, bursitis, tenosynovitis, capsulitis)
 - Rupture biceps tendon
 - Elbow joint:
 - Supracondylar fracture
 - Radial head fracture
 - Olecranon fracture
 - Elbow dislocation
 - Medial / lateral epicondylitis
 - Olecranon bursitis
 - Forearm /wrist:
 - Fracture shaft radius / ulna
 - Fracture distal radius / ulna
 - Fracture dislocations of the forearm (Monteggia, Galeazzi)
 - Wrist sprain
 - Carpal tunnel syndrome
 - De Quervain's tenosynovitis
 - Spine / trunk:
 - Spinal fractures
 - Neck sprain / whiplash injury
 - Low back pain (including red flags)
 - Cauda-equina syndrome
 - Rib fracture
 - Hip /pelvis
 - Hip fracture
 - Hip dislocation
 - Pelvic fracture
 - Trochanteric bursitis
 - Fracture femur
 - Knee:
 - Fracture tibial plateau
 - Fracture patella
 - Dislocation patella
 - Haemarthrosis
 - Cruciate ligament injury
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- Collateral ligament injury
 - Meniscal injury
 - Rupture quadriceps tendon
 - Pre-patella bursitis
 - Lower leg:
 - Fracture tibia / fibula
 - Calf strain
 - Ruptured achilles tendon
 - Overuse syndromes
 - Ankle:
 - Fracture ankle, including Weber classification
 - Maisonneuve fracture
 - Ankle sprain
 - Foot:
 - Fracture calcaneus
 - Fracture talus
 - Fracture navicula
 - Fracture metatarsals
 - Lis-franc fracture / dislocations
 - Toe fractures

Skills:

- Relocate shoulder dislocation and diagnose complications (e.g. axillary nerve injury)
 - Immobilise spinal injuries
 - Use of soft neck collar
 - Relocate patellar dislocation
 - Aspirate haemarthrosis of knee
 - Use of knee splint
 - Use of equinus cast
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PLASTIC SURGERY

Learning Objective

Required Competencies

Diagnosis: Demonstrate the ability to competently assess a presenting plastic surgical problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Basic anatomy of the hand, wrist and forearm
- Basic anatomy / structure and function of the skin
- Pathophysiology of wound healing
- Tetanus prophylaxis protocols

Skills:

- Evaluation of hand and wrist injuries:
 - Assess for normal digital cascade
 - Examine for fractures / dislocations
 - Examine for ligamentous injuries including ulnar collateral ligament of the thumb
 - Examine for vascular injury
 - Examine for neurological injury including radial, median, ulna nerves, digital nerves
 - Record neurovascular status
 - Examine for rotational injury
 - Examine for flexor tendon injury including FDS, FDP and wrist flexors
 - Examine for extensor tendon injury
 - Order / interpret plain x-rays

Demonstrate competence in the management of specific plastic surgical problems including when to refer for investigation and treatment.

Knowledge:

- Management of bite injuries (human, animal)
- Management of stings
- Management of soft tissue infections of the hand
- Management of subcutaneous foreign bodies
- Management of finger injuries:
 - Digital nerve injury
 - Nail bed injuries
 - Amputations
 - Volar plate injury
 - Subungual haematoma
 - Common fracture / dislocations
 - Mallet finger
 - Thumb injuries including fracture/dislocations and UCL injury
 - Referral of flexor tendon injuries
 - Extensor tendon injuries
 - Splinting
- Management of common or important fracture / dislocations in the hand and wrist including:
 - Scaphoid, including clinical scaphoid fracture
 - Triquetral fracture
 - Metacarpal fracture
 - Lunate and perilunate dislocations

- Scapholunate instability

Skills:

- Relocation finger dislocations
- Wound management including:
 - Anaesthesia
 - Exploration
 - Debridement
 - Irrigation
 - Closure
 - Dressings
 - Splinting / tension taping
- Use of mallet splint
- Use of dorsal blocking splint
- Use of scaphoid plaster
- Use of volar slab
- Use of Bennett's cast
- Use of ulna gutter slab
- Use of thumb spica taping
- Use of buddy strapping
- Use of wrist splints
- Repair extensor tendon
- Drain subungual haematoma
- Drain paronychia

Burns: Demonstrate competence in the management of burns, including when to refer.

Knowledge:

- Pathophysiology of burns
- Management of minor burns
- Management of major burns
- Management of chemical burns
- Management of electrical burns
- Recognise importance of burns in special areas – e.g. hands, perineum, joints
- Management of inhalation injuries

Skills:

- Assess size and depth of a burn
 - Initiate basic first aid / cooling as indicated
 - Select topical treatments / dressings
 - Calculate fluid loss and commence fluid resuscitation
 - Perform emergency escharotomy, in consultation with a specialist
 - Recognise non-accidental injury patterns
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RADIOLOGY

Learning Objective

Required Competencies

General Radiology:

Demonstrate the ability to use radiological investigations in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Working knowledge of basic anatomy
- Basic principles of xray
- Be familiar with the normal appearance of different tissues on xray
- Appearance of fractures on xray, including subtle indications of fractures (effusions / displacement of fat pads, fluid levels)
- Normal appearances which may simulate a fracture (vascular markings, sutures, accessory ossicles, epiphyses)
- Variable appearance of paediatric x-rays, including normal variants and development of ossification centres
- Appearance of paediatric fractures, including Salter-Harris classification
- Radiological appearance / patterns of non-accidental injury
- Limitations of xray (patient position, penetration, artefact)
- Use of xray for detection of foreign bodies (subcutaneous, swallowed, inhaled, intraorbital)
- Broad understanding of other radiological modalities, including their indications and limitations
- Normal and abnormal appearances of commonly ordered x-rays, including:
 - Shoulder
 - Elbow
 - Wrist / forearm
 - Hand / fingers
 - Facial
 - Cervical spine
 - Hip / pelvis
 - Knee
 - Ankle
 - Foot
 - Chest
 - Abdomen

Skills:

- Ordering radiological investigations, including area, special views, and providing adequate clinical information
- Develop a logical approach to interpreting x-rays
- Correlation of clinical findings with xray appearance, including diagnosis of clinical fracture

SEXUAL HEALTH

Learning Objective

Required Competencies

Objective: Demonstrate the ability to competently assess a presenting sexual health problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Basic anatomy/structure/function of the genitourinary systems
- Be familiar with common or important sexual health problems, their symptoms and signs, differential diagnoses and their management.
- Be familiar with the routine sexual health check

Skills:

- Take a sexual history
- Genital examination, including speculum and pelvic examination
- Order / take and interpret specimens for diagnosis of and screening for STIs– e.g. swabs for culture (endocervical, high vaginal, urethral, viral), chlamydia urine, serology
- HIV pretest counselling
- Educate patients about preventing STIs and safe sex

Attitudes:

- Be aware of your own attitudes towards sexual behaviour, and ensure that this does not influence patient management.

General: Demonstrate competence in the management of common sexual health problems, including when to refer.

Knowledge:

- Management of unprotected sexual encounters
- Management of vaginal discharge
- Management of urethral discharge / urethritis
- Management of vulval itch / pain
- Management of epididymo-orchitis
- Management of chlamydia
- Management of gonorrhoea
- Management of genital Herpes / ulcers
- Management of genital warts
- Management of pelvic inflammatory disease
- Be familiar with less common but important diagnoses such as syphilis and HIV
- Be familiar with the principles of contact tracing and management of partners

Attitudes

- Be aware of the sensitive nature of sexual health problems

TRAUMA

Learning Objective Required Competencies

Objective: To be able to assess, resuscitate and stabilise victims of major trauma.

Knowledge/skills:

- Pre-hospital care:
 - Personal safety issues at the scene of an accident
 - Principles of triage in the pre-hospital setting
 - Primary survey
 - Have a working knowledge of local extraction and splinting techniques
 - Have a structured approach to pre-hospital analgesia
- Trauma:
 - Have a working knowledge of the Advanced Trauma Life Support / EMST system
 - Secondary survey
 - Be able to institute airway management in trauma
 - Be aware of the indications for emergency cricothyroidotomy or other surgical airway
 - Head trauma
 - Know the diagnostic criteria for common chest injuries (pneumothorax, tension pneumothorax, flail chest, haemothorax, cardiac tamponade)
 - Understand the epidemiology and diagnostic modalities for abdominal trauma
 - Be aware of the additional considerations of trauma in pregnancy
 - Suspect hidden and commonly missed injuries in major trauma
 - Indications and techniques of emergency procedures in the field
 - Fluid resuscitation
- Proficiency in ATLS skills:
 - Bag mask ventilation
 - Endotracheal intubation
 - Emergency intubation
 - LMA insertion
 - Cricothyroidotomy
 - Needle thoracocentesis
 - Chest tube placement
 - Log roll examination
 - Pelvic stabilisation
 - Fluid resuscitation
 - Intravenous line placement
 - Intraosseous line placement (a)
- Transfer:
 - Understand techniques and limitations of cervical spine immobilisation
 - Be able to immobilise and protect the spine for transport / examination
 - Understand the uses and hazards of tourniquets in acute situations
 - Be aware of the medicolegal, logistical and medical considerations of retrieval medicine including inter – and intra hospital transfer
 - Understand the benefits and hazards of aeromedical transfer, including the physiological and clinical constraints of the aircraft environment.
- Disaster medicine:
 - Understanding of current national and local disaster plans
 - Awareness of local hazards
 - Understand the principles of dealing with mass casualty situations
 - Knowledge of facility’s disaster plan
 - Knowledge of planning emergency care for mass gatherings

UROLOGY

Learning Objective

Required Competencies

Diagnosis: Demonstrate the ability to competently assess a presenting urological problem in order to formulate a diagnosis / differential diagnosis.

Knowledge:

- Knowledge of basic urological structure and function.
- Be familiar with common or important urological problems, their symptoms and signs, differential diagnoses and their management.

Skills:

- Urological history and examination
- Examination of the urethra / penis / testes
- Examination for bladder distention
- Perform urine dipstick

General Urology:

Demonstrate competence in the management of common or important urological problems, including when to refer.

Knowledge:

- Management of common infections including balanitis, cystitis and pyelonephritis
- Management of renal colic / stones
- Management of acute scrotal pain, including urgent referral of testicular torsion
- Management of testicular lumps
- Management of haematuria
- Management of urinary retention
- Management of urological trauma including urethral and renal trauma
- Management of priapism
- Management of phimosis / paraphimosis
- Management of prostatitis

Skills:

- Urethral catheterisation

URGENT CARE ENVIRONMENT AND SOCIAL PROBLEMS

Learning Objective

Required Competencies

General: Demonstrate the ability to practice medicine in an Urgent Care environment.

Knowledge:

- Background history of Urgent Care practice, and issues particular to Urgent Care
- Knowledge of legislation governing medical practice within New Zealand
- Working knowledge of the Accident Compensation system
- Health and disability code
- Good record keeping
- Good medical practice
- Organisational issues in Urgent Care, including occupational health and safety
- Medical code of ethics
- Confidentiality and patient safety
- Use of chaperones
- Informed consent
- Cultural competence
- Medical certification
- Error:
 - Understanding the basis of human error in medicine
 - Understand common causes of diagnostic error
 - Managing complaints
- Restraining patients (understanding of when this is required and accepted practice)

Skills:

- Communication skills and techniques

Social emergencies:

Demonstrate the ability to recognise common social emergencies, including an awareness of local referral processes.

Knowledge:

- Domestic violence
- Child abuse
- Elder abuse
- Adult sexual assault

Skills:

- Formulate safe management plan
- Deal with abuse situations in a sensitive manner