

NEW Process for UTI Visits

Effective August 2024

Capital Region Urology now has a provider, Jenna Horton, NP, who is dedicated to treating urinary tract infection (UTI) symptoms and will be seeing patients virtually through a MyChart or Epic video visit Monday through Friday, 8 a.m. to 4 p.m.

What if I have UTI symptoms?

If you are experiencing UTI symptoms, please call the Capital Region Urology practice that typically provides your care. The front-desk staff will schedule a video visit with Jenna Horton, NP. These visits will be scheduled for the same day if you call before 3:45 p.m. If you call after that time, the front-desk staff will book your appointment for the next day.

If you have a MyChart account, the visit will be made within that portal. If you do not have a MyChart account, the front-desk staff can help with enrollment, if desired.

What are the next steps after my visit?

After you have had your UTI video visit, you will be scheduled for appropriate follow-up care as determined by Jenna.

What if I am having UTI symptoms when the office is closed?

If you are experiencing UTI symptoms after 4 p.m. Monday through Thursday, please call the practice the next business day to get scheduled for a video visit with Jenna.

If you are experiencing UTI symptoms after 4 p.m. on Friday, at any time during the weekend, or on a holiday, please go to an urgent care to be treated.

- If you are treated at urgent care, please request that your records be faxed to your home office. The fax numbers are listed on this flyer.
- If you are treated at urgent care and are feeling better, you do not need a follow-up appointment with us. If you are not feeling better, please call us to schedule a video visit.

How will I get my results?

Once the results are in, Jenna will reach out to you with the results and any changes to the treatment plan.

A urine analysis result will come back in 24 hours, but a urine analysis with culture will not result until two to four days after the sample is sent. The culture is needed to determine the correct course of antibiotics.

If you are signed up for MyChart, you may see your results before the provider. Rest assured; the provider will reach out to you with your results via the MyChart portal.

What if I have further questions?

We encourage our patients to sign up for MyChart so they may utilize the messaging system to contact their provider. If you do not regularly see Jenna as your provider, she will be in contact with your current provider to determine the best plan of care.

Our Locations/Contact

Capital Region Urology

2231 Burdett Ave., Suite 160, Troy, NY 12180
P: 518-272-1333 | F: 518-272-1331

Capital Region Urology

1735 US-9, Halfmoon, NY 12065
P: 518-525-1789 | F: 518-776-2785

Capital Region Urology

4 Executive Park Dr., 2nd Floor, Albany, NY 12203
P: 518-489-7494 | F: 518-489-7641

Capital Region Urology

319 S. Manning Blvd., Suite 106, Albany, NY 12208
P: 518-438-1019 | F: 518-438-0981



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