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PUBLISHER Stuart Williams swilliams@jucm.com (201) 529-4004

Mission Statement

JUCM The Journal of Urgent Care Medicine supports the evolution of urgent care medicine by creating content that addresses both the clinical practice of urgent care medicine and the practice management challenges of keeping pace with an ever-changing health-care marketplace. As the Official Publication of the Urgent Care Association of America and the Urgent Care College of Physicians, JUCM seeks to provide a forum for the exchange of ideas regarding the clinical and business best-practices for running an urgent care center.

JUCM The Journal of Urgent Care Medicine (JUCM) makes every effort to select authors who are knowledgeable in their fields. However, JUCM does not warrant the expertise of any author in a particular field, nor is it responsible for any statements by such authors. The opinions expressed in the articles and columns are those of the authors, do not imply endorsement of advertised products, and do not necessarily reflect the opinions or recommendations of Braveheart Publishing or the editors and staff of JUCM. Any procedures, medications, or other courses of diagnosis or treatment discussed or suggested by authors should not be used by clinicians without evaluation of their patients' conditions and possible contraindications or dangers in use, review of any applicable manufacturer's product information, and comparison with the recommendations of other authorities.

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WELCOME

To the 2020/2021 Urgent Care Buyer's Guide!

The urgent care community has been expanding and evolving continuously for decades now. At first that was a matter of survival—grow or die. The entrepreneurial physicians who were the forefathers of our industry chose to grow and built a marketplace that few could have anticipated.

Urgent care's success soon drew the attention of venture capitalists and health-care systems. They bought existing urgent care operations or launched their own and changed the profile of what an urgent care ownership team looked like. Economies of scale changed, as did the need for access to more sophisticated equipment. X-ray machines went from a luxury that set a practice apart to an essential investment if one wanted to stay competitive. Now point-of-care ultrasound machines are becoming more common. And who can say what's next?

This past year, all medical practices—our entire society, in fact—have been faced with a challenge unique in our lifetime. Again, urgent care has responded by assessing the needs of the patients and communities they serve and coming up with innovative ways of meeting them. As always, the emphasis has been on delivering convenient, quality care in a cost-effective manner.

What hasn't changed is that every urgent care center in the U.S. needs trusted partners that can meet *their* needs. And that's where the *Urgent Care Buyer's Guide* shines. We want to help you find each other. So, the publication you're reading right now is replete with information on willing partners who are eager to support your quest to not only keep pace with our changing world, but to help you stay ahead of the curve.

Once you look further, you'll find more than 300 vendors in more than 70 categories, each reflecting expertise and solutions to the challenges you face every day. They're here for you because you're there for your patients. (And the same goes for us; if the *Urgent Care Buyer's Guide* has helped you connect with a vendor who meets your needs, let us—and them—know you found them here!)

How to Use This Guide

No matter how you're reading the guide right now, be aware that it's available in several formats—print, PDF, or online—to suit your needs at any time. This way, it's available to you at a moment's notice no matter where you are. You can download the PDF version of the UCBG to any or all of your devised by going to the Issues section of www.jucm.com. If you want to find the information online, you'll find everything you need on our companion website, www.UrgentCareBuyersGuide.com.

Help Us Get Better in Order to Serve You Better

Like the urgent care industry itself, this guide is constantly evolving to reflect evolving market conditions. We hope this year's edition fulfills that vision. If there are ways we can improve its accessibility or the range of potential partners you'd like to see, or can foresee new categories we should feature, please let me know.

Thank you for reading the *Urgent Care Buyer's Guide*—and supporting urgent care-friendly vendors!

Stuart Williams Publisher swilliams@jucm.com

Buyer's Guide

Experity Teleradiology improves outcomes.

Connected solutions. Built for urgent care.

With **Experity Teleradiology**, fast, accurate, radiology solutions speed up diagnosis, streamline staffing needs, and add value for patients and providers.

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Transform your clinic, business, and community with the only solutions purpose-built for urgent care success.

Let's connect.

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Buyer's Guide

Associations | Education, Training: Certification, Specialty

Associations & Societies

College of Urgent Care Medicine 28600 Bella Vista Pkwy Suite 2010 Warrenville, IL 60555 855-698-2267 www.uccop.org

National Association of Occupational Health Professionals 226 E Canon Perdido St, Ste M Santa Barbara, CA 93101 800-666-7926 www.naohp.com

Urgent Care Association

28600 Bella Vista Pkwy Suite 2010 Warrenville, IL 60555 877-698-2262 www.ucaoa.org membership@ucaoa.org

Becoming a member of UCA gains you access to exclusive practice management and clinical resources; urgent care focused networking groups; discounts on certification, accreditation, meetings, webinars and products; and much more. Leverage these resources to save staff time (and money), advance your practice, grow service lines, drive patient visits, and help you advance professionally and personally.



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Clinical Services

Accreditation

COLA 9881 Broken Land Pkwy Suite 200 Columbia, MD 21046 800-981-9883 www.cola.org

National Committee for Quality Assurance (NCQA) 1100 13th St. NW Suite 1000 Washington, DC 20005 202-955-3500 www.ncqa.org

The Joint Commission One Renaissance Blvd Oakbrook Terrace, IL 60181 630-792-5000 www.jointcommission.org

Urgent Care Association 28600 Bella Vista Pkwy, Ste 2010 Warrenville, IL 60555 877-698-2262 www.ucaoa.org See display ad on page 7

Accreditation Management **Systems**

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MedTrainer puts your organization in compliance and keeps you there by integrating multiple solutions solving pain points throughout the organization. The MedTrainer product helps organize and enhance processes in multiple practice areas helping staff stay on top of compliance issues related to Training, Human Resources, Employment and much more.



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Education, Training: Board Certification

Board of Certification in **Urgent Care Medicine** (BČUCM)

5550 W. Executive Dr Suite 400 Tampa, FL 33609 813-433-2277 www.bcucm.org info@bcucm.org

BCUCM® certification in urgent care medicine clearly demonstrates the commitment of dedicated urgent care physicians. Both allopathic (MD) and osteopathic (DO) residency-trained physicians are eligible to demonstrate their proficiency to the public in this specialty. BCUCM is a Member Board of the American Board of Physician Specialties® (ABPS).



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Education, Training: Certification, Specialty

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Don't miss the Accreditation Workshop September 16 & 17 at the UCA Headquarters in the Chicago suburbs.

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Education, Training: Coding Reference, Classes

Nicka & Associates, Inc. 4500 West Eldorado Pkwy **Suite 3400** McKinney, TX 75070 866-556-5976 www.nicka-associates.com

Physician Coding Resource 2603 Rivanna Way Edmond, OK 73034 405-627-3649 www.physiciancodingresource.com

Education, Training: Compliance, OSHĂ

Doctors Management 10401 Kingston Pike Knoxville, TN 37922 800-635-4040 www.doctors-management.com

Medtrainer 555 Cajon St., Suite A Redlands, CA 92373 888-337-0288 www.medtrainer.com

Oshaguard 2912 Torrey Pines Ct Clearwater, FL 33761 800-522-9308 www.oshaguard.com

Education, Training: Continuing Medical Education

Hippo Education 1812 W. Burbank Blvd, #923 Burbank, CA 91506 855-994-4776 www.hippoed.com

Core Content in Urgent Care Medicine

8777 Velocity Dr Machesney Park, IL 61115 www.UrgentCareCME.com info@UrgentCareCME.com

The Institute of Urgent Care Medicine Program is the only CME program created by an urgent care doctor, for urgent care professionals. This ACCMEaccredited video program offers a variety of programs for physicians, physician's assistants, nurse practitioners and residents in the urgent care setting. Learn the core competencies of the urgent care discipline, as well as the latest and timeliest issues in urgent care medicine.



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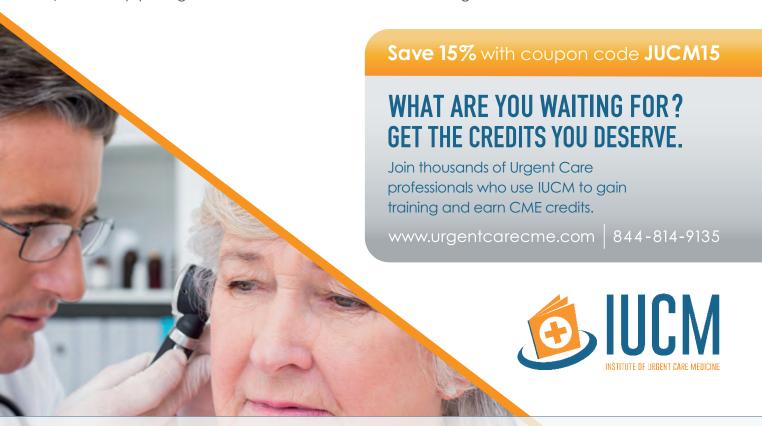


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Limbs & Things PO Box 15669 Savannah, GA 31416 866-465-4627 www.limbsandthings.com

Lab Testing

NxGen MDx 801 Broadway Ave NW, Unit 203 Grand Rapids, MI 49504 855-776-9436 nxgenmdx.com info@nxgenmdx.com

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Carbon Health 55 Pacific Ave San Francisco, CA 94111 415-200-2099 www.carbonhealth.com

GlobalMed 15020 N 74th St Scottsdale, AZ 85260 480-922-0044 www.globalmed.com

MeMD 7332 E Butherus Scottsdale, AZ 85260 855-636-3669 www.memd.me

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8777 Velocity Drive Machesney Park, IL 61115 855-890-0649 www.experityhealth.com salesinquiry@experityhealth.com

With Experity, your urgent care can provide remote healthcare services to your patients whenever, and wherever, they need them most. Integrated telemedicine functionality within the Experity Clinic and Experity Engagement solutions allows providers to seamlessly launch virtual sessions and telemedicine workflows for more efficient load balancing and charting, and more accurate billing reimbursement processes.

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Teleradiology

Braid 301 Rhode Island Street San Francisco, CA 94103 415-518-4561 www.braid.health

Premier Radiology Services 10800 Biscayne Blvd Suite, Ste 810 Miami, FL 33161 305-933-2482 www.pradiology.com

Rapid Radiology 2303 Ranch Rd 620 S Suite 135, PMB 453 Lakeway, Texas 866-218-3754 www.rapidrad.us

Experity Teleradiology

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Experity is the leading provider of teleradiology over read services for urgent care centers. We provide a 99.97% accuracy rate, with competitive pricing and industry-leading turnground times, along with an extended-hour Solutions Center and access to more than 90 board certified, U.S. based radiologists.

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Revenue Cycle Management

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ARMCO Partners 265 Mitchell Rd Norcross, GA 30071 513-266-8055 www.armcopartners.com

eSolutions 8215 W 108th Terrace Overland Park, KS 66210 866-633-4726 www.esolutionsinc.com

HealthQuist 200 Middlesex Essex Tpk Suite 206 Iselin, NJ 08830 732-404-1555 www.healthquist.com

iClaim 3845 McCoy Dr Suite 101 Aurora, IL 60504 630-952-1400 www.iclaim.com

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LogixHealth 8 Ŏak Park Dr Bedford, MA 01730 781-280-1736 www.logixhealth.com

Med USA 9825 South 500 West Sandy, Utah 84070 801-352-9500 www.medusarcm.com

MedPoint Medical Services, Inc. 1000 Hillcrest Rd, Suite 120 Mobile, AL 36695 800-332-3958 www.medpointbilling.com

Positive Results Billing Services 36 Bobala Rd, Ste 201 Holyoke, Massachusetts 01040 888-442-4484 www.positiveresultsbilling.com

Precision Practice Management 689 Craig Rd St. Louis, MO 63141 314-881-5208 www.precisionpractice.com

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8777 Velocity Drive Machesney Park, IL 61115 855-890-0649 www.experityhealth.com salesinquiry@experityhealth.com

As the largest US-based urgent care billing company, Experity and its dedicated revenue cycle management specialists help urgent care clinics invoice quickly and efficiently to resolve open balances. More accurate coding, clean claim submissions, persistent claim tracking, and reduced days in AR means you receive payment of your contracted rates quickly and easily.

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QueueLogix 1200 East Las Olas Blvd, Ste 201 Ft. Lauderdale, FL 33301 877-488-5479 www.healthchannels.com

Wakefield & Associates 10800 East Bethany Drive, #450 Aurora, CO 80014 720-246-2431 www.wakeassoc.com

Zotec Partners 3803 West Chester Pike, Ste 2 Newtown Square, PA 19073 610-668-6473 www.zotecpartners.com

SYNERGEN Health

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SYNERGEN Health is a technology-enabled solutions company that drives sustainable improvements to reduce operating costs, maximize cash-flow, optimize payer-provider collaboration and enhance the patient experience. We utilize deep domain expertise of our services team with advanced analytics, coding optimization, systems integration, machine learning, big data analytics, robotic process automation and other proprietary software.



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Billing Software

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Experity's best-of-breed EMR and PM solution offers urgent care clinics unmatched speed and efficiency. The only urgent care software created by urgent care doctors, Experity Clinic helps your clinic shorten in-clinic times and drive patient satisfaction. Integrated into one connected solution, Experity's EMR and PM let your team streamline and manage the patient visit, electronic billing and collections, and claims submission processes—making your clinic more profitable.

EXPERITY

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Experity Clinic streamlines operations.

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Integrated with our practice management solution, our EMR was developed specifically for urgent care to streamline workflows, enhance data accuracy, eliminate friction, and give providers space to connect with patients.

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Transform your clinic, business, and community with the only solutions purpose-built for urgent care success.

Let's connect.



RCM TRANSFORMATION

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SYNERGEN HEALTH's end-to-end Revenue Cycle

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COMPLIANCE

OPERATIONAL EXCELLENCE

INNOVATION

TRANSFORMATION

YOUR CHALLENGES

Days from Date of Service to Claim Submission

>25%

Claims Unresolved at 90 Days

Revenue Loss Per Visit **Due to Lack of Coding** Compliance

Cost of Overall Revenue to Maintain and Manage In-House Revenue Cycle

ARE YOU PERFORMING AT THIS LEVEL

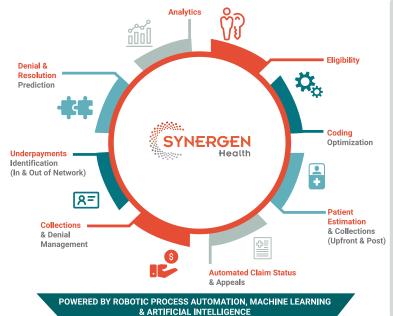
of the Claims Resolved by 90 Days

Average Revenue Per Visit

Days in Accounts Receivable

of First Time **Payment Rate**

REVENUE CYCLE TRANSFORMATION



WHY SYNERGEN HEALTH?

- Customized roadmap for Revenue Cycle Transformation
- Innovative data insights and Technology solutions.
- Add Artificial Intelligence and Robotic **Process Automation to your Revenue Cycle**
- Dedicated Account Managers and Teams
- Complete Visibility through Advanced **Analytics**
- Ability to scale rapidly as you grow







Typical Increase in Revenue

Urgent Care Billing Expertise

COLLECTION SERVICES | CAPITAL EQUIPMENT: EXAM TABLES

Collection Services

Kinum 800 Seahawk Circle # 124 Virginia Beach, VA 23542 888-471-0280 www.kinum.com

Payspan Two Ravinia Dr, Ste 1710 Atlanta, Georgia 30346 877-331-7154 www.payspan.com

Urgent Care Collections 159 Overland Rd, Ste 406 Waltham, Massachusetts 02451 844-544-4942 www.urgentcarecollections.com

Electronic Medical Records (EMR)

athenahealth 311 Arsenal St Watertown, MA 02472 800-981-5084 www.athenahealth.com

Dr. Chrono 328 Gibraltar Dr Sunnyvale, CA 94089 844-569-8628 www.drchrono.com

eClinicalWorks 2 Technology Dr Westborough, MA 01581 508-836-2700 www.eclinicalworks.com

EPOWERdoc, Inc. 506 S 93rd St. Omaha, NE 68114 805-988-8929 www.epowerdoc.com

Net Health 40 24th St Pittsburgh, PA 15222 800-411-6281 www.nethealth.com

PulseCheck Urgent Care 10275 W Higgins Road, Ste 250 Rosemont, IL 60018 617-581-3366 www.pulsechecked.com

Experity Clinic

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Experity's best-of-breed EMR and PM solution offers urgent care clinics unmatched speed and efficiency. The only urgent care software created by urgent care doctors, Experity Clinic helps your clinic shorten in-clinic times and drive patient satisfaction. Integrated into one connected solution, Experity's EMR and PM let your team streamline and manage the patient visit, electronic billing and collections, and claims submission processes making your clinic more profitable.

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PracticeEHR 5345 Towne Square Drive Suite 125 Plano, TX 75024 469-305-7171 www.practiceehr.com

T-System 4020 McEwen Rd Dallas, TX 75244 972-503-8899 www.tsystem.com

Wellsoft 27 Worlds Fair Drive Somerset, New Jersey 08873 800-597-9909 www.wellsoft.com

Practice Management Software

Experity Clinic

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Experity's best-of-breed EMR and PM solution offers urgent care clinics unmatched speed and efficiency. The only urgent care software created by urgent care doctors, Experity Clinic helps your clinic shorten in-clinic times and drive patient satisfaction. Integrated into one connected solution, Experity's EMR and PM let your team streamline and manage the patient visit, electronic billing and collections, and claims submission processes—making your clinic more profitable.

EXPERITY

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Medical Equipment

AED

Edge Biomed 277 Mallory Station Road, Ste 127 Franklin, TN 37067 888-841-5155 www.coromed.us

Zoll Medical Corporation 269 Mill Road Chelmsford, MA 01824 800-348-9011 www.zoll.com

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Anthro Technology Furniture 10450 SW Manhasset Dr Tualatin, OR 97062 800-325-3841 www.anthro.com

Hill-Rom 1069 State Route 46 East Batesville, IN 47006 812-934-7777 www.hill-rom.com

Nemschoff 909 North 8th St Sheboygan, WI 53081 800-203-8916 www.nemschoff.com

Diagnostic Equipment: Chemistry Analyzer

Abbott Point of Care 400 College Rd East Princeton, NJ 08540 800-827-7828 www.abbottpointofcare.com

Horiba Medical 9755 Research Dr Irvine, CA 92618 949-250-4811 www.horiba.com

Jant Phamacal Corp 16530 Ventura Blvd, Suite 512 Encino, CA 91436 800-676-5565 www.jantdx.com

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Medical Device Depot 3230 Bethany Lane Suite 8 Ellicott City, MD 21042 877-646-3300 www.medicaldevicedepot.com

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Sight Diagnostics www.sightdx.com

Sysmex of America, Inc. 577 Aptakisic Road Lincolnshire, IL 60069 888-879-7639 www.sysmex.com

Diagnostic Equipment: Oximetry

Masimo Corporation 52 Discovery Irvine, CA 92618 949-297-7000 www.masimo.com

Welch Allyn 4341 State St Rd Skaneateles Falls, NY 13153 800-535-6663 www.welchallyn.com

Diagnostic Equipment: Point of Care

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With the incoming flu season the need to TEST and TRACK multiple respiratory infectious diseases quickly, easily and accurately will be greater than ever.

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A crucial part of the POCT landscape.

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- Flexible, dual mode testing for high throughput in a variety of testing environments
- Automated tracking, data capture and government reporting
- **Exclusive disease** mapping with Virena®



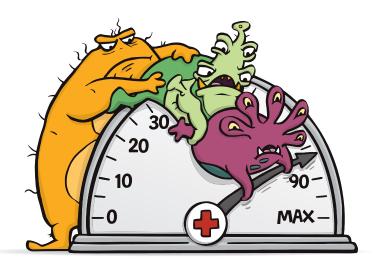
Sofia SARS Antigen FIA
Influenza A+B FIA



To find out how you can make Sofia SARS Antigen FIA and Sofia Influenza A+B FIA part of your POCT landscape, call Quidel Inside Sales at 858.431.5814.

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Take your urgent care to the max.



Improve patient flow with syndromic respiratory disease testing from BioFire.

With 53% of urgent care patients experiencing respiratory symptoms, making an accurate diagnosis can be difficult.¹ A molecular syndromic test—simultaneously testing for several pathogens in about one hour—can help identify the probable cause, fast. The CLIA-waived BioFire® FilmArray® Respiratory EZ (RP EZ) Panel simultaneously tests for 11 viral and 3 bacterial respiratory pathogens in your clinic in about an hour.

(i) Improve Operational Efficiency

Each test takes just two minutes of hands-on time and one small sample to provide results in an hour. Streamlining your workflow with the BioFire RP EZ Panel has been shown to reduce appointment duration.²

Prescribe the Right Treatment

Nearly 50% of all urgent care prescriptions are for antibiotics, despite most of these prescriptions being for acute respiratory conditions for which antibiotics are not recommended or effective.³ Comprehensive results from the BioFire RP EZ Panel can help support antibiotic stewardship and have demonstrated an increase in the occurrence of appropriate treatment.²

S Reduce Costs of Unnecessary Tests

Pooled sensitivity of rapid antigen Flu A/Flu B tests is only 62.3%, making them less accurate than PCR, which may lead to return visits and additional tests.⁴

biofiredx.com/point-of-care



Syndromic Testing: The Right Test, The First Time.







PERHAPS IT'S THE FLU.

CLIA-waived, lab-quality Influenza A/B, RSV and Strep A testing at the point of care.

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Go to cobasliat.roche.com for more information.



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When utilized together both tests form the **OraQuick rapid point-of-care platform** that allows clinicians to batch tests and optimize each patient visit.

1 fingerstick 2 results

- √ Results in 20 minutes
- ✓ Clinically proven performance
- ✓ CLIA-waived 3 step process
- Reduces indirect cost and improves turnaround time

HCV
and HIV
Rapid Antibody test

Collect

Mix

Read results between 20 and 40 minutes

Learn more at orasure.com/urgentcare







TEST. TRACK. TREAT, REPEAT. TEST. TRACK. TREAT. REPEAT. TEST. TRACK. TREAT, REPEAT

Testing without TRACKING is not enough!



With Virena integrated into our flagship testing platforms, you can have key surveillance data from your infectious disease testing seamlessly and automatically pushed to the Virena cloud from where it is available to your organization and Public Health agencies.

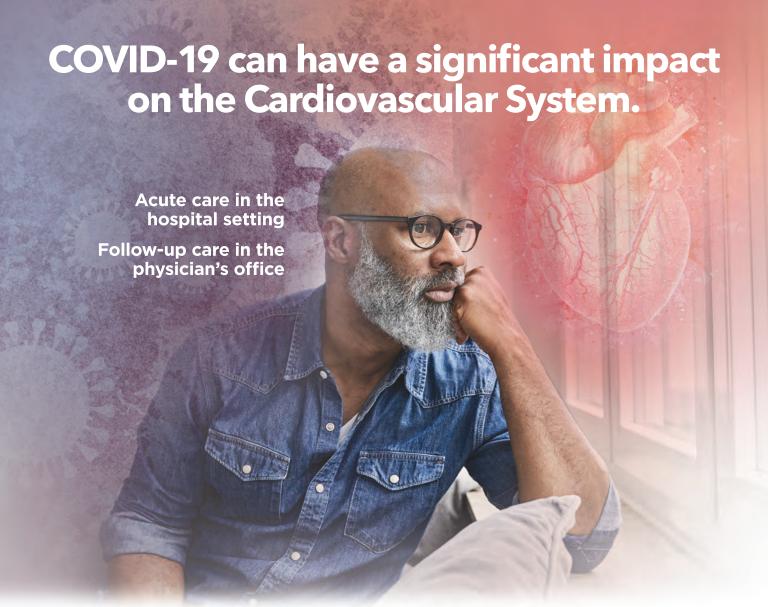






To learn how Virena integrates tracking into your testing, call Quidel Inside Sales at 858.431.5814.

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Rapid, Automated Cardiac Screening at any Point-of-Care.

SARS-CoV-2 infection has been associated with acute and long-term cardiovascular complications, such as large vessel clots, DVT/PE (deep vein thrombosis/pulmonary embolism), heart failure, myocarditis, pericarditis, vasculitis, and cardiac arrhythmias.*

Our suite of Triage cardiovascular tests including assays for D-dimer, Troponin I and BNP, can assist clinicians managing the treatment of COVID-19 patients with additional data to assess the best course of treatment at any point-of-care.



For more on why this suite of cardiovasular tests should be part of any COVID-19 testing algorithm, call Quidel Inside Sales at **858.431.5814.**

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Patients presenting with respiratory symptoms can be difficult to diagnose. The CLIA-Waived BioFire® FilmArray® Respiratory Panel EZ (RP EZ) simultaneously tests for 14 pathogens in about one hour. As a healthcare provider, this means your patients can receive the right treatment the first time, potentially leading to higher patient satisfaction and lower costs.



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Cepheid 904 Caribbean Drive Sunnyvale, CA 94089 888-838-3222 www.cepheid.com

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220 E 1st St Bethlehem, PA 18015 800-ORASURE (672-7873) www.orasure.com

OraSure Technologies is a leader in the development, manufacture and distribution of point-of-care diagnostic tests, molecular collection devices and other technologies designed to detect or diagnose critical medical conditions. Its first-to-market, innovative products include rapid tests for the detection of antibodies to HIV and Hepatitis C (HCV) on the OraQuick® platform; sample selfcollection and stabilization products for molecular applications; and oral fluid laboratory tests for detecting various drugs of abuse.



OraSure Technologies, Inc.

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Roche Diagnostics

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https://diagnostics.roche.com/us/ en/products/systems/cobas-liatsystem.html

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When it comes to quick and accurate diagnoses, every step matters. The cobas Liat PCR System streamlines molecular testing for Influenza A/B, RSV, and Strep A in 20 minutes or less with a quick and simple 3 step preparation process that requires only one minute of hands on time.



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SportGait 803 S College Road, Ste G Wilmington, NC 28403 910-541-4248 www.sportgait.com

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Imaging Equipment: Ultrasound

Blue Ridge X-Ray Company, Inc. 120 Vista Blvd Arden, NC 28704 800-727-7290 x1209 www.BlueRidgeXray.com See display ad on inside front cover

Konica Minolta Healthcare Americas, Inc. 411 Newark Pompton Turnpike Wayne, NJ 07470 973-633-1500 www.konicaminolta.com/medicalusa See display ad on page 23

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Aspen Imaging Healthcare 801 Jupiter Rd. Suite 200 Plano, TX 75074 214-763-1232 www.aspen-imaging.com

Bimini Platinum Care 21001 N Tatum Blvd Suite 1630-219 Phoenix, AZ 85050 602-279-0807 www.bpcsupport.com

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Shimadzu Medical Systems USA 25101 S Vermont Ave Torrance, CA 90502 800-228-1429 www.shimadzu-usa.com

Siemens Healthineers 40 Liberty Blvd Malvern, PA 19355 888-826-9702 www.siemens-healthineers.com

Source-Ray 50 Fleetwood Ct Ronkonkoma, NY 11779 631-244-8200 www.sourceray.com

Imaging Equipment: PACS

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Sofia 2 Lyme FIA: CLIA-waived Results in minutes, at your point-of-care

With kids home and parents looking for things to do that include "social distancing," more families will take to the outdoors. The only thing, ticks don't play by the same rules, so Lyme disease could end up on the rise. When patients aren't feeling well, anxiety levels could be especially high – and now more than ever they'll ask to be tested. Sofia 2 Lyme FIA uses a finger-stick whole blood sample to provide accurate, objective and automated results in as few as 3 minutes, getting practitioner and anxious patient on a path to treatment much sooner.

- IgM and IgG differentiated results
- CLIA waived
- Point-of-care testing

- Less than 1 minute hands-on-time
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MDScripts 4735 Walnut St Boulder, CO 80301 877-963-3379 www.mdscripts.com

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