

# Urgent Care Association of America



**Tammy Mallow-Elly**

Tammy Mallow-Elly joined DocuTAP in December of 2008 as the Director of Advisor Services, a Practice Management Consulting division developed to provide consultation services to new and existing urgent care centers in all areas of practice management.

Ms. Mallow-Elly previously held the position of Director of Business Operations/Administrator with Family Medical Walk-In Clinics, Inc., a group of independent urgent care centers in Southwest Missouri. Over the course of her ten year involvement with this group she led them through the implementation of electronic billing and coding, addition of three Rural Health Clinic designations, occupational medicine programs, on site pre-packaged pharmacy, negotiation of major health care plan contracts, developed their Human Resources, Marketing and other practice management elements, wrote all compliance manuals and implemented relevant programs. Under her direction this group also added successful primary care and orthopedic services as well as a membership program.

Her background also includes positions with St. John's Regional Health Center as the Practice Administrator for the trauma group of one of the nation's top 100 hospitals, the Executive Director of a private not-for-profit group serving children and families with autism, and as an Assessment Specialist with a private psychiatric hospital.

Ms. Mallow-Elly has earned recognition as a subject matter expert in urgent care practice management and has been invited by national urgent care associations including NAFAC, AAUCM, and the World Research Group, to speak to audiences across the country. With her dynamic speaking style, Ms. Mallow-Elly thoughtfully presents relevant, practical and applicable information that can be readily applied across multiple urgent care practice models.

She has been published in Medical Office Management, Journal of Emergency Medicine and has participated in urgent care development workshops and presentations. Her areas of expertise also include workflow processes, urgent care staffing, human resources dynamics, revenue generation, marketing, new program adoption and implementation, and contract negotiation.

**Contact Information:**

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