



## Headlines

- **UConnect - Your Online Member Community!**
- **UCAOA's Newly Elected Board of Directors**
- **The Exceptional Patient Experience Pledge**
- **Clinical Pearls from Orlando**

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## **UConnect - A New Community Exclusively for Members!**

**UConnect is *your* community** to ask questions, share ideas, and collaborate with other urgent care professionals. If you're a member of UCAOA and haven't visited the site go check it out now!

### **What can you find on UConnect?**

- Benchmarking results
- Job descriptions
- Industry FAQs
- Private discussion groups
- Contact information for fellow members

### **UConnect gives you the power to:**

- **Network** - search for and connect with other members so that you can stay in touch
- **Ask questions** of your fellow urgent care colleagues
- **Add your voice** to industry conversations
- **Access documents**, presentations, and other content
- **Join or create a group** specifically for your state, interests, or expertise

To access UConnect visit [uconnect.ucaoa.org](http://uconnect.ucaoa.org) or click Members Only on the UCAOA website.

Log in today and join the discussion!

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## Announcing Our Newly Elected Board of Directors Members

During UCAOA's Annual Members Meeting in Orlando, members voted to elect three Board of Directors members: **Dr. Marc Salzberg** (2nd term), **Dr. Jimmy Hoppers** (1st term) and **Dr. Robert Kimball** (1st term). All will serve 3-year terms.

We **thank all of our candidates** for their willingness to serve, and all of our members for participating in the democratic election process that is one of the hallmarks of UCAOA. [Learn more about our Board of Directors.](#)

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## The Exceptional Patient Experience Pledge

Alan Ayers, UCAOA's Practice Management Content Advisor, describes how [creating great patient experiences](#) entails hiring the right people, fostering employee engagement, and effectively "onboarding" new hires.

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## Clinical Pearls from Orlando

This month's article from Dr. Phillip Disraeli, UCAOA's Director of Clinical Programs, features [pearls of clinical wisdom](#) from some of our outstanding National Urgent Care Convention faculty.

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## Thanks to everyone who joined us in Orlando!

Missed the meeting? Convention lectures available for purchase soon ...

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