



CERTIFIED URGENT CARE™



Urgent Care Association Of America

Defining Urgent Care Centers

CERTIFIED URGENT CARE™



Urgent Care Association Of America

What Defines An Urgent Care Center?

The Urgent Care Association of America's Certified Urgent Care center (CUC) designation answers that critical question.

Urgent Care facilities with the Certified Urgent Care center (CUC) designation will have:

A Mark of Distinction

to educate your community and stakeholders and eliminate confusion with other kinds of providers

A Tool for Negotiation

to provide a national benchmark for discussing higher fee schedules

An Edge in Marketing

to clearly and effectively describe your level of services

Benefits

Benefits received upon approval

In your recognition packet, you will find:

- Formal approval letter
- Certified Urgent Care Center certificate
- Certified Urgent Care Center window sticker
- Outline describing to your patients what the CUC designation means
- Printed sample of memo to payers
- Outline describing to payers what the CUC designation means
- Printed press release sample

UCAOA will publicly congratulate your clinic in an upcoming issue of JUCM. We will also recognize your certified status on www.ucaoa.org in the "Find A Member Center Near You" and Recognition areas of our website, on urgentcarecenter.org and via a national press release acknowledging all of the centers in this cohort.

3 Steps:

- Review the Criteria
- Assess your Facility
- Apply for Certification

For additional information please call 877-698-2262, or view online at:

www.ucaoa.org/certification

Step 1: Review Criteria

Certification Category Options

Facilities will receive a Certification of Category 1 or Category 2 depending on their staffing model:

CATEGORY 1 = licensed physicians (MD/DO) on site during all posted hours of operation

CATEGORY 2 = licensed practitioners (MD/DO or NP, PA) on site during all posted hours of operation (mixed models)

Certification Criteria

All facilities, regardless of staffing model, must meet or exceed all of the criteria below.

1. Facility must accept and advertise that walk-in patients of all ages are accepted for a broad spectrum of illness, injury and disease during all hours the facility is open to see patients.
 - Pediatric specialty centers are exempt from above age requirement IF pediatric-only specialization is included in the name of the facility.
 2. The following must be available during all posted hours of operation for the facility:
 - X-ray on site
 - Phlebotomy services on site
 - Licensed provider on site with the appropriate state licenses and resources to:
 - obtain and read an EKG and x-ray on site
 - administer PO, IM & IV medication/fluids on site
 - perform minor procedures (ex. sutures, cyst removal, incision & drainage, splinting) on site
 - The following equipment, and staff trained in its use:
 - portable defibrillator
 - portable oxygen, ambu-bag/oral airway
 - portable drug cart stocked appropriately for all ages of patient population (as determined by the facility)
 - working phone to dial 911
 - At least two exam rooms, separate waiting area and restricted access patient restrooms
 3. Minimum hours of operation (must meet all three criteria)
 - 7 days/week (not including national holidays)
 - 4+ hours each day
 - 3000 hours per year

NOTE: Alternatively, special circumstances will be considered for a facility if all of the following are met:

 - Facility is part of a multi-center system
 - Facility is open 5+ days/week (not including national holidays)
 - Another facility that is part of the same system meets standard minimum hours of operation criteria [Criteria 3] AND is less than or equal to five miles away
 4. Facility must have a physician designated as Medical Director for the facility (with an active, unrestricted license for the state where the facility is located) who is responsible for overall clinical quality.
 5. Facility must provide clinical care and perform business activities in an ethical manner.
-

Eligibility *(See complete eligibility requirements at www.ucaoa.org/certification)*

Certain facilities and practice types are unlikely to meet all of the above criteria and therefore would be excluded from eligibility for certification as an urgent care center.

NOTE: In states with legal restrictions on using the term “urgent care”, facilities will be issued Certified Immediate Care designations.

Step 2: Assess

Select Appropriate Category *(choose only one)*

- CATEGORY 1 - MD's or DO's on-site during all hours of operation
- CATEGORY 2 - MD's or DO's or NP's or PA's on-site during all hours of operation
- Neither of the above - staffing model varies

(This will result in a negative certification decision: recommend against applying)

Is this site accredited under The Joint Commission Ambulatory Care/ Urgent Care Standards or as a department of a hospital?

- Yes
- No *(does not affect certification)*

Documentation

Include the following supporting documentation with your application

- 1. Copy of business license for this facility
- 2. Exterior photo clearly showing entire facility structure and external signage
- 3. Photo of main entry door or sign indicating days and hours of operation
 - a. If photo does not include advertisement that walk-ins are accepted during all hours, provide separate proof of advertisement
 - b. If facility does not meet criteria 3, provide address of nearest owned center that meets special circumstances criteria (center must be certified or have an application in process)
- 4. Copy of current inspection certificate for x-ray equipment
- 5. Copy of current laboratory licensure
- 6. Organizational chart including names of all current facility staff and providers with credentials ("MD", "DO", "NP", etc.)
- 7. Copy of facility floor plan with clear indications of locations of exam rooms, treatment rooms (if separate), patient restrooms, x-ray, laboratory, portable defibrillator, oxygen and drug cart
- 8. Photos of portable defibrillator, oxygen equipment and drug cart
- 9. List of all medications and equipment contained in drug cart
- 10. Copy of recent advertisement, flyer or similar marketing piece for this facility (billboard photos accepted)
- 11. Description of patient population and area served by this facility
- 12. Description of role of Medical Director for this facility
- 13. Copy of active, unrestricted license for center's Medical Director

CERTIFICATION IS NOT ACCREDITATION

Urgent Care Certification defines WHAT an urgent care center is. Accreditation symbolizes meeting SAFETY and QUALITY standards. The Joint Commission, through its partnership with UCAOA, awards special recognition to centers that are Certified AND Accredited. (contact UCAOA for more information)

(Please see Step 3 on back)

“Certifications of any kind require entities to excel to hold those certifications—to hold organizations to a higher standard. We felt that the Urgent Care certification would set us apart from other Urgent Care facilities because we do excel at what we do. We take pride in the way that we conduct business and want others to know about it, so having the backing and support of UCAOA helps us to do just that...show our pride and dedication to patient care.”

Eddie Stahl

*Director of Operations
Tennessee Urgent Care Associates*

“There are numerous reasons we joined – bragging about being certified was the best part! To start with, we were proud that we met UCAOA's standards. I believe being able to boast about our status with UCAOA, the public is automatically confident that they are coming to a high class reputable facility.”

Diane Fisher

*Clinic General Manager
Med Stop Urgent Care Centers*

Step 3: Apply

Urgent Care Center Certification Application

Facility Name _____ Contact Person _____

Facility Address _____ Title _____

Facility Website _____ Email _____

Facility Phone Number (_____) _____ Signature _____

Applications with incomplete, expired, or incorrect supporting documentation will be returned in full to the applying center so that the application may be correctly re-submitted at a later date. Application fees will not be refunded and original application deadlines will still apply. Please review all of your materials carefully prior to submitting. All materials will be kept confidential except if required by law or court proceedings.

The person signing represents and warrants that the person: (a) has read, understands and agrees with all terms and provisions contained in this entire application and all other UCAOA materials pertaining to the CUC certification program, on behalf of the applicant, and (b) is authorized to sign this application, make such representations, warranties and agreements on behalf of the applicant.

Medical Director Signature Required

As the Medical Director of this facility, I hereby attest that licenses for all providers at this center have been reviewed and these providers obtain active, unrestricted licenses to practice in the state where this facility is located as of this date.

Signature: _____ Date: _____

As the Medical Director of this facility, I hereby attest that I have read and this facility agrees to abide by the Code of Ethics on the UCAOA website at www.ucaoa.org/CUCethics.pdf for Certified Urgent Care Centers for the duration of our Certification Term.

Signature: _____ Date: _____

Fees

Fees are paid at application and at three-year renewals. There are no annual fees.

APPLICATION FEE PER SITE	
MEMBERS	\$275
NON-MEMBERS	\$550

Application fees are \$275 or \$550 PER SITE for the first 10 sites owned by a single entity. All sites after the 10th site will receive a 20% discount assuming the application for the 11th+ sites are received while the original 10 sites are still certified.

Applications with incomplete, expired, or incorrect supporting documentation will be returned in full to the applying center so that the application may be correctly re-submitted at a later date. Application fees will not be refunded and original application deadlines will still apply. Please review all of your materials carefully prior to submitting. All materials will be kept confidential except if required by law or court proceedings.

Other Terms

In consideration of UCAOA's willingness to review this application, applicant agrees to the following provisions:

INTERPRETATION
UCAOA, as a private not-for-profit organization, reserves sole discretion to interpret and apply the criteria, modify the criteria, and develop and apply additional criteria, from time to time without prior notice.

DISCLAIMER AND LIMITATIONS OF LIABILITY
UCAOA is providing no assurances that the CUC designation will lead to increased revenues or profits and shall have no liability if increases do not occur or for any other claim or occurrence arising out of applicant's application or the CUC certification program.

INDEMNITY
To the extent permitted by applicable laws, applicant shall indemnify, hold harmless, defend and reimburse UCAOA and its officers, employees and directors ("Indemnified Parties") from and for any and all claims, losses, damages, liabilities, expenses, penalties, judgments, orders, awards, attorneys' fees and litigation expenses.
(see full disclaimer and limitations of liability and indemnity statement at www.ucaoa.org/certification)

**Application materials and references should be mailed to:
UCAOA - Urgent Care Certification Review
4320 Winfield Road, Suite 200, Warrenville, IL 60555**