As we continue to navigate the coronavirus (COVID-19) pandemic, the Urgent Care Association’s Accreditation team is developing new ways to resume operations while adapting to a heightened focus on safety and infection control and prevention.

It is our top priority to ensure the safety of your patients, your team, and our surveyors, which requires modifications to our current survey logistics for Accreditation activities to continue.

If you have a survey scheduled in the 3rd quarter, 2020, we will be reaching out to you to discuss options for converting to a modified survey process.

The modified model MAY include:

**Physical distancing survey process for administrative portions of survey**
- Documentation would be uploaded to a secure server
- Screen sharing or other secure technology utilized for surveyor access to any PHI
  (Surveyors will not ask organizations to upload PHI)
- Leadership and staff interviews conducted via video conference
- Partial findings report issued prior to an onsite survey

**Delayed onsite survey for observational portions**
- Provisional accreditation* awarded pending onsite survey
- Onsite survey scheduled as soon as safety requirements met

*Provisional status shall be used internally by UCA only. Under the current circumstances, the organization assigned provisional status will remain fully accredited via an extension until the conclusion of the on-site, observational survey and follow-up process.

UCA will also contact your organization if you have:
- Lapsed accreditation due to a postponed survey
- Submitted a completed application and accreditation has lapsed or will lapse in the 3rd quarter, 2020
- Submitted a completed application, scheduled survey was postponed, and accreditation has not lapsed
- Have an on-site survey already scheduled for the 3rd quarter, 2020

When contacted, be prepared to share the following information so UCA may update any surveyor(s):
- Updates regarding the impact of COVID-19 on operations
- Updates on organization profile and on changes to operations related to COVID-19 (e.g., changed days or hours of operation)
- Actual or potential exposure of staff and/or patients to COVID-19
- Confirmation of availability of PPE for surveyors

As we resume survey activities, continuous readiness becomes ever more important. It is highly recommended that organizations that have submitted a completed application for a survey should conduct an internal mock survey to evaluate their readiness and implement an action plan to address any gaps.

UCA is here to support your success. We understand the challenges of the times. Please do not hesitate to contact us at accreditation@ucaoa.org.