Urgent Care Management Certificate Online Bundled Courses (updated 5.11.2020) – 30 total credits

Below are the courses included in the bundle. If you purchase the bundle, these courses will be stored in "My Library". You must review each session and take the 5 question quiz at the end. You must answer 3 out of the 5 questions correctly you will earn UCMC Credit (One Session = One Credit). Some Core Competencies offer more choices in content so the learner has options.

Core Competencies

Accounting and Finance – 4 credits

- Key Performance Indicators and Your Business – Dan Phillips – 2018 webinar
- Keeping up with the Joneses: Managing Metrics, Amanda Montalbano (Fall 17)
- Super Fun - Financial Statements and Forecasting, Birkin Olson. 2019

Billing and Coding – 4 credits

- Billing Updates for 2019 – Jay Tolia
- Common Coding Challenges and Issues for the UC, Sharon Nicka – Spring 18
- Contracting & Credentialing for a New Urgent Care – 2019 Tammy Mallow
- Clinic Start-Up: Billing – Jay Tolia, 2019

Human Resources –5 credits

- Leading Up, Leading Down and Across Generations, Amy Lafko, Fall 2018
- Improving Recruitment Efficiencies – Matt Cummins Spring 2018
- Protocols and Competency Assessments for Staff – Tracy Patterson, Webinar 2019
- Culture Eats Strategy for Lunch (employee's first 90 days), Jennifer Yugo - Spring 18
- My Employee Smells Bad and Other Sensitive Situations, Melanie Squires, 2019

Legal and Regulatory - 4 credits

- Credentialing & Privileging of Medical Staff – Cindi Lang, RN – Accreditation webinar 2018
- Best Practices in Creating an Overarching Quality Plan
- What is Compliance? Part I: Why Urgent Care Offices Need to Comply? - Letitia Patterson - Spring 18
- What is Compliance? Part II: Design your Unique Compliance, Jacqueline Bloink - Spring 18
Operations – 9 credits

• 15 Customer Service Skills Every Urgent Care Employee Needs for Delivering an Amazing Customer Experience, Claudio Varga, Spring 2019
• Dealing with Complaints in the Urgent Care – Brian Cruz, MD, Spring 2019
• Market Disruption and M&A, Andy Bechtel, MBA, Spring 2019
• Convention 2016: Lab Set-Up and Management Lab Startup, Milly Keeler - Spring 2017
• Convention 2016: Occupational Medicine: Workers Compensation Best Practices
• Managing Patient Satisfaction & Customer Satisfaction, Chelsea Sweet, Spring 2018
• Strategic Planning: A Framework for Success, Jason North, Spring 2018
• Turn Downtime into Primetime: Transform your Clinic Efficiencies with a Game Plan for Productivity, Alex Joseph & Patrice Pash - Spring 2018
• Customer Service/Patient Experience: Building an Approach That Works in Urgent Care, Jason DuPuis – 2010

Marketing and Communications - 4 credits

• Digital is Critical: The Brave New World of Patient Acquisition and Engagement – 2017
• Social Media and SEP – How are they Related and Why Should you Care? Lea Chatham, Spring 2019
• Converting Mobile Search to Patients – Chris Behan, 2019
• Branding and Internal Marketing – Chelsea Sweet, 2018