

### **What Is the UCAOA Accreditation Designation?**

This organization's centers have received the Urgent Care Association of America (UCAOA) Accreditation designation.

It has met or exceeded nationally recognized standards for quality patient care and safety. It has also met certain national criteria that tell you, the patient, about the center, services they offer and when they are available.



### **What standards has this facility met?**

This facility has demonstrated that it has met or exceeded nationally standardized criteria to provide high-level care and excellence in the following areas:

- Governance
- Patient Care Processes
- Quality Improvement
- Patient Privacy/Rights/Responsibilities
- Human Resources
- Physical Environment
- Health Record Management
- Scope of Care

### **Additional Facility Criteria for UCAOA Accreditation**

- It accepts walk-in patients of all ages for a broad spectrum of illness, injury and disease at all times. Some centers are allowed to only treat children, if they identify themselves as a pediatric-only center in their facility name.
- It provides X-ray services on site.
- It has a laboratory and can do many lab tests on site.
- The licensed providers working here are able to perform the following:
  - Advanced cardiac life support in an emergency, while 911 is called
  - Obtain and read an EKG and X-ray
  - Administer oral, intramuscular and intravenous medication and fluids
  - Perform minor procedures (like suture, cyst removals, incisions and drainage)
- The following equipment is available and the staff are trained to use:
  - Automated external defibrillator (AED) or standard defibrillator
  - Oxygen and emergency breathing equipment
  - Drug cart with some emergency medications
- It has two or more exam rooms, a separate waiting area and restricted access patient restrooms for privacy during more extensive visits
- The facility is open 7 days a week (not including national holidays) and is open 4 or more hours each day.
- A licensed physician (MD/DO) has been designated as the facility's medical director. That person is responsible for overall clinical quality.

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The Urgent Care Association of America (UCAOA) was founded in 2004 and represents the 9,000+ centers that make up the industry.

Accreditation is not a representation, warranty or guarantee to any patient, individual or entity regarding the care provided or the services rendered. This facility and its parent organization maintain sole responsibility for insuring the conditions of accreditation continue to be met during any year of accreditation.