



Urgent Care Center Certification Application

It is recommended that centers make a copy of submitted documentation to keep for your records. UCAOA will not provide copies to centers. Use this page as a cover sheet and checklist for your application.

Facility Name _____
Facility Address _____
Facility Phone Number (_____) _____
Facility Website _____
Contact Person _____
Title _____
Email _____

List the Address that the Certificate can be sent to (if different from Facility Address):

Signature _____

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.

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

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 [Criteria](#) and [Code of Ethics](#) on the UCAOA website for Certified Urgent Care Centers for the duration of our Certification Term.

Signature _____ Date _____

Printed Name of Medical Director who has signed above _____

Facility's Demographic Information

1. What services does this site offer? (please check all that apply)
 - Urgent Care
 - Occupational Medicine/Worker's Comp
 - Physical Therapy
 - Lab
 - X-ray
 - CT/MRI
 - Physical Exams (School, Sport, Executive, Work, etc)
 - Other (please explain): _____
2. In addition to "Walk-In" Urgent Care patients, do you also have appointments?
 - Yes
 - No
3. Describe the setting in which this facility is located:
 - Urban
 - Suburban
 - Rural ([per CMS definition](#))
 - Resort Area (Seasonal)
 - Other (please explain): _____
4. Date this facility opened: _____
5. Avg. Patient visits per day: _____
6. Facility Ownership:
 - Corporate entity (i.e. insurance company, private equity or shareholder owned)
 - Single physician
 - Two or more physicians also working in the center
 - Non-physician/provider investors
 - Physician investors not practicing in the center
 - Hospital-owned
 - Joint venture with a hospital
 - NP/PA ownership
 - Other: _____
7. Radiography Services:
 - Plain Film
 - Computed Radiography (CR)
 - Digital Radiography (DR)
8. Lab Services Offered:
 - Waived
 - Moderate
 - Complex
9. Use of electrocardiogram? (Y/N): _____
10. To keep records current, list your organization's contact for membership information:

Application Materials should be mailed to:

UCAOA – Certified Urgent Care Review, 387 Shuman Blvd., Ste. 235W, Naperville, IL 60563

Documentation Checklist—When submitting your application, the following documents listed below must ALL be submitted for the Committee to review.

- 1. Copy of business license for this facility, certificate of occupancy or equivalent
- 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 to the public
 - 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 labels marking EACH of the following items: 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 – should include adult as well as pediatric
- 10. Copy of recent advertisement, flyer or similar marketing piece for this facility (billboard photos accepted)
- 11. Description of role of Medical Director for this facility
- 12. Copy of active, unrestricted license for center’s Medical Director
- 13. **RURAL CENTERS ONLY—Attach verification of rural address through use of the link below:**
<https://datawarehouse.hrsa.gov/tools/analyzers/geo/Telehealth.aspx>

Fees

Fees are paid at application and at three-year renewals. There are no annual fees.
A UCAOA clinic membership is required for the duration of certification to receive the member rate of \$295.

APPLICATION FEE PER SITE

CLINIC MEMBERS \$295
NON-MEMBERS \$595

Application fees are \$295 or \$595 PER SITE.

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. If applicant is dissatisfied with the program, applicant's sole remedy shall be to decide not to renew or expand its participation. In any event, applicant waives and agrees not to assert any claims against UCAOA (or its officers or directors), based on the CUC certification program or any decision not to grant certification. Without limiting the generality of the foregoing provisions, applicant waives and agrees not to assert any claim that any certification denial violates any federal or state antitrust or restraint of trade laws. **IN ANY EVENT, UCAOA'S AGGREGATE TOTAL MONETARY LIABILITY TO APPLICANT UNDER ALL CAUSES OF ACTION AND ALL THEORIES OF LIABILITY (INCLUDING BUT NOT LIMITED TO STATUTORY, TORT, STRICT LIABILITY, WARRANTY, INDEMNITY, CONTRIBUTION, AND CONTRACT THEORIES) WILL BE LIMITED TO THE REFUND OF ALL APPLICATION FEES PAID BY APPLICANT.**

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 (collectively, "Claims") which arise or are alleged to arise wholly or partly out of or in connection with: (i) any bodily or personal injuries, death, sickness, disease, or any other medical or psychological condition, of any person who visits or seeks to visit applicant's Facility for which UCAOA has provided a CUC designation; (ii) any decision by UCAOA to grant or deny a CUC designation for any of applicant's Facilities; or (iii) any action or omission of applicant or its officers, directors, employees, agents, representatives, contractors or consultants. Without limiting the generality of the foregoing provisions, **APPLICANT'S OBLIGATIONS TO INDEMNIFY, HOLD HARMLESS, DEFEND AND REIMBURSE INCLUDE ALL CLAIMS, REGARDLESS OF WHETHER SUCH CLAIMS ARE CAUSED OR ALLEGED TO HAVE BEEN CAUSED WHOLLY OR PARTLY BY UCAOA'S ACTS OR OMISSIONS OR AN INDEMNIFIED PARTY'S NEGLIGENCE;** provided, if this provision or any phrase or portion is held void, unenforceable, or prohibited by law, then this provision and any such phrase or portion shall be reasonably reformed (by modifying, adding, or deleting text) to the minimum extent required to carry out the parties' mutual intent that this provision shall provide the broadest obligations to indemnify, hold harmless, defend, and reimburse that are valid, enforceable and permitted by law. Nothing herein shall be deemed to limit or reduce any obligations of any insurers of applicant, except to the extent required for such obligations to be valid, enforceable and permitted by law; provided, applicant hereby waives all rights of its insurers to subrogate against the Indemnified Parties.

Certified Urgent Care Eligibility

Facility must be capable of evaluating walk-in patients of all ages 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.

The following must be available during all posted hours of operation for the facility:

- X-ray on site
Please Note -- The following changes to X-ray requirement will be effective as of January 1, 2018: X-ray on site (as specified by state) On-site radiological equipment (imaging modality to perform chest x-rays, c spines, long bone films, abdomen, extremities, etc) that is easily interpretable and archivable.
- 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 medications/fluids on site
 - Perform minor procedures (ex. Sutures, cyst removal, incision & drainage, splinting) on site
- The following equipment, and staff trained in its use:
 - Automated external defibrillator (AED) (or more advanced device)
 - Oxygen, ambu-bag/oral airway
 - Drug cart stocked appropriately for 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

Minimum hours of operation (must meet all three criteria):

- **7 days/week (not including national holidays)**
- **4+ hours each day**
- **3,000 hours per year**

Alternatively, special circumstances will be considered for a facility if all the following are met (see application):

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

- 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

The Certification Committee at its sole discretion may make an occasional exception for “certain religious holidays” only on a “case by case basis,” as long as it does not affect the overall purpose of the facility to be open year round, 7 days a week and accepting walk-in patients of all ages without appointment. Also we would allow a temporary emergency closure of the facility because of an unforeseen circumstance (or acts of god, flood, hurricane, power outage, etc.)

Facility must have a licensed physician designated as Medical Director for the facility who is responsible for overall clinical quality.

Facility must provide medical care and perform business activities in an ethical manner.

RURAL CENTERS ONLY:

- Attach verification from the provided website below, showing that the address listed for your center is recognized as rural. Please include with required documents submitted for review by the Committee.

Link for rural address verification: <https://datawarehouse.hrsa.gov/tools/analyzers/geo/Telehealth.aspx>

Eligibility

Certain facilities and practice types are unlikely to meet all of the above minimum criteria and therefore would be excluded from eligibility for certification as an urgent care center. These facilities should use extreme caution when applying, as **fees are not refundable**. Some examples include:

- Retail or similar clinic with limited scope of service located within a pharmacy, supermarket or similar retail facility
- Physician offices with only selected hours for walk-ins
- Chiropractic offices
- Pain clinics

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