



EASTSIDE URGENT CARE

Organization Key to Accreditation for Eastside Urgent Care



To learn more, visit the accreditation section on ucaoa.org.



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In late 2016, Eastside Medical Center—a 131-bed hospital located in suburban Atlanta, Georgia—was on track to open three urgent care centers in their county in early 2017. They had listened to area residents and responded, and were dedicated to offering patients greater convenience and filling the gap between primary care and emergency care needs.

The first location—Eastside Urgent Care-Sugarloaf Parkway—was scheduled to open in January 2017.

Navreet Pannu, MD, is director of operations for Eastside Urgent Care. She explains that even though preparing Sugarloaf Parkway for its opening involved a tremendous amount of work, they decided to pursue UCAOA Accreditation at the same time.

“It was a lot to take on all at once, and we only had three months to do it,” says Dr. Pannu. “But we knew it would be worth it. If we didn’t have our accreditation shortly after we opened, we would miss a one-time opportunity to make a strong impact and set ourselves apart as leaders.”

Dr. Pannu took the lead role in the process. First, she would develop a section of policies and procedures based

on guidelines provided by UCAOA, then pass that content to a colleague who compared the data against a checklist. Next, a staff member or clinician with hands-on experience in that specific area would review the section to ensure everything was accurate.

When challenges came up, Dr. Pannu says she was able to contact staff at UCAOA for guidance, and they suggested helpful articles to read and directed them to people who could provide more information.

The day before their site survey, the team did a walk-through on site, meticulously going over all points one by one on their checklist to ensure everything was in place.

“UCAOA helped us understand what the surveyor needed to see, so we were able to have those things ready for her when

she came in, and this was very helpful," says Dr. Pannu.

The visit with the surveyor went well, and also revealed some areas where improvements could be made. For example, one of Eastside's existing procedures included asking patients during check-in, "Are you allergic to anything?" If the answer was no, staff would document the response as "No known drug allergies." The site surveyor recommended they go a step further and spell out specifics, such as "No food allergies." Not only would it improve the quality of care, says Dr. Pannu, the added detail could also be helpful when working with insurers.

Eastside Urgent Care received its UCAOA Accreditation on Feb. 27, 2017. The process also offered a welcomed side benefit they didn't realize when they first began pursuing accreditation.

"Blue Cross/Blue Shield requires a site survey, and we were able use our UCAOA survey," says Dr. Pannu. "Because of this, we were able to avoid going through a separate, and potentially time-consuming, new survey for them."

What advice does Dr. Pannu give to other urgent care centers considering pursuing UCAOA Accreditation?

"I definitely think the key was being organized, so get as organized as you can. And don't hesitate to get advice from UCAOA. They are there to help and can help you identify things you may overlook and it can help ensure little things don't get missed."

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Henrietta Miller
Patient Care Representative



Joshua Behlmann, DO
Physician provider



Leverage UCAOA Resources to Achieve Accreditation:

- Attend UCAOA conferences/conventions to network with others in the accreditation process.
- Take advantage of the Urgent Care Management Certificate (UCMC) training program and the Online Education library to help you prepare for an on-site survey.
- Invest in the UCAOA Accreditation Standards and Preparation Manual to establish best practices in your organization.
- Purchase the Policy and Procedure Manual to augment and standardize your organization's policies.

Visit ucaoa.org to learn more.