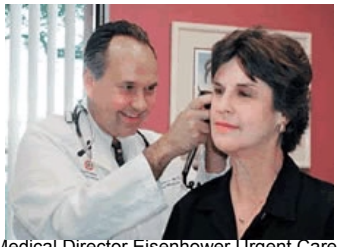
IT'S MORE THAN A NAME Eisenhower Urgent Care Center — New Hours to Meet Your Needs



Euthym Kontaxis, MD, Medical Director,Eisenhower Urgent Care Center, treats a patient.

It's the "urgent" in Eisenhower Urgent Care Center that sets it apart from a visit to a primary physician. And the Eisenhower Urgent Care Center has adjusted its hours, to meet your urgent needs, at your convenience.

The Center now provides services 8 a.m. to 8 p.m., seven days a week, treating non-emergent patients with minor illnesses or injuries that are less critical than those requiring a visit to the emergency room.

"We have received excellent input from the community and our patients who told us they would prefer early morning hours," says Kim Ullrich, Director, Outpatient Clinics, Eisenhower Medical Center. "We changed our hours April 1 to meet those needs."

In addition to meeting the community's urgent care needs, the new Center, conveniently located on the Eisenhower Medical Center campus, also reduces overcrowding in the Emergency Department. Since start up in January, the Urgent Care Center has had more than 3,000 patient visits.

"It was clear our Emergency Department visits were on the rise," notes Craig Owens, Chief Operating Officer, Eisenhower Medical Center. "Many of our seasonal residents do not have a relationship with a physician….When they feel ill, they utilize the Emergency Department for care, even though it is an illness that could have been treated in a doctor's office."

According to the national Press Ganey patient satisfaction scores, patient satisfaction with the physicians at the Eisenhower Urgent Care Center for the first quarter rated in the 94th percentile. "This is a terrific rank for a startup program and tells us our community trusts our physician group, Emergency Physicians Medical Group – in fact, the same physicians who staff Eisenhower's Emergency Department," says Ullrich.

Healthy Living is a publication of Eisenhower Medical Center · © Copyright 2014 All Rights Reserved · www.emc.org