

Practice Management

Clinic Start Up – education and information on starting up an Urgent Care operation

- Billing
- Financing
- Budgeting
- Site Set-up and Equipment Selection
- Payer Contracting
- Regulatory Matters / requirements

Compliance Requirements and Industry Expectations / Quality

- Auditing and Monitoring Billing and Coding
- Compliance Program Effectiveness Annual Review
- Monitoring the Supervising Physicians Co-Signature Requirements for Mid-Level Providers

Financial Mergers and Acquisitions

- UCC Valuations
- The Anatomy of an M&A Transaction
- Post-Merger Integration
- How to Prepare to Sell your Urgent Care Center

Urgent Care for Health Systems

- Policy Adoption - What to Keep, what to create new
- Maintaining Mission in For-Profit Urgent Care
- Job Classifications and EE Payment Models for your UC - don't duplicate PCP practice or Hospital
- Co-location of your UC and other practices

UC Operations

- Marketing
 - Starting from Scratch to Marketing Reboot
 - SEO
 - Social Media
 - PPC
 - Google set-up
 - Traditional advertising
 - Traffic builders, etc.
- Time Management – tips, tools and leadership
- 3rd Party Billing – what your vendor should be providing on a monthly basis
- Human Resources
 - Developing and utilizing staffing metrics
 - On-boarding
- Budgeting and Financial Management
- Measuring Viability of Added Services

Certified Urgent Care Management Professional Topics

General Operations

- The Loyal Patient –Enhancing the Patient Experience and Implementing Service Excellence (2 parts – 45 minutes each)
- Governance and High Performance
- Marketing and Sales—Industry Best Practices and Innovation (2 Parts – 60 minutes each)
- Technology in the Operationally Excellent and Service Oriented Practice
- Advocacy: Payers, Regulatory, Involvement and Tools
- Contracts & Commitments (Non-Payers): Protecting Your Organization

Compliance

- Regulatory Compliance: The 7 Elements of a Compliance Program & Internal Auditing (2.5-hour workshop)
- Radiology Compliance in Ambulatory Care
- Alphabet Soup: CON, CPM, MSA, DEA & Other Regulatory Landmines

Human Resources

- Regulatory Compliance in Human Resources
- Employee and Provider Onboarding—Setting the Stage for Success (Workshop- 3 hours)
- Staffing Model Options & Selection for Optimized Productivity

Finance

- Financial Modeling for a New Product or Service
- Protecting the Practice—Internal Controls and Other Safeguards

Revenue Cycle

- Coding—Risks, Rewards, Reimbursement Considerations (2 Parts – 1 hr. each)
- Alternative Payment Opportunities—Shifting Revenue Cycle Trends
- Revenue Cycle Audit Program—a Disciplined Approach to Oversight
- Best Practices in Accounts Receivable Oversight

Quality & Safety

- Defining the Organization’s Scope of Care
- Clinical Considerations in the On-Demand Practice—Triage, Emergencies & Nuances
- BCM: The Business Continuity Manual, Fire& Safety, Weather, Outages, & Disasters (2 Parts – 60 minutes each)
- Accreditation and Certification Considerations (UCA, NCQA Connected Home, TJC)
- Policies & Procedures—Build Them, Implement Them, Sustain Them