

Beaumont Urgent Care

FREQUENTLY ASKED QUESTIONS

Beaumont Health has partnered with WellStreet, who will help Beaumont operate 30 planned Detroit metro area urgent cares to serve consumers' single episode, low acuity, immediate needs. WellStreet, who successfully operates urgent cares in Atlanta, will provide a consistent, high-quality urgent care experience intended to offer convenient walk-in care seven days a week, including extended hours.

WHAT IS THE STRATEGIC PURPOSE FOR BEAUMONT URGENT CARE?

Beaumont Urgent Care will:

- promote growth of the Beaumont system
- divert low acuity patients away from Beaumont Emergency Centers and other non-Beaumont urgent care locations
- support reducing long wait times at all emergency centers and focusing emergency care on higher acuity needs
- provide a lower cost care option versus the emergency center for consumers and employers
- facilitate higher inpatient satisfaction ratings by strengthening emergency center flow

WERE BEAUMONT PHYSICIANS INVOLVED IN THE PLANNING OF BEAUMONT URGENT CARE?

Yes. Beaumont doctors were assembled to provide input on the urgent care strategy. Beaumont physician, Bernice Sessa, M.D., will be the regional medical director and director of clinical integration for Beaumont Urgent Care. She will provide guidance and leadership to the medical staff organization and ensure that quality improvement goals are achievable and met.

WHAT DOES THIS MEAN FOR BEAUMONT PHYSICIANS?

Beaumont Urgent Care will act as an entry point into the Beaumont system for the 40 percent of urgent care patients who don't have a primary care doctor.

WHAT IS THE CONSUMER NEED FOR BEAUMONT URGENT CARE?

Research indicates customers want:

- fast, efficient care that fits their lifestyles and needs
- Beaumont quality care offered in the urgent care setting
- lower cost and quicker care versus emergency center visits

HOW WILL BEAUMONT URGENT CARE SUPPORT BEAUMONT PHYSICIANS AND THEIR PRACTICES?

- Referrals will be offered to Beaumont Urgent Care patients, supporting growth of Beaumont physician practices.
- Whenever a follow-up appointment is required or a patient does not have a primary care physician, patients will be prompted to schedule appointments with Beaumont physician practices.
- Beaumont Urgent Care will manage patient records via Epic/oneChart, providing for a seamless transition from urgent care to physician office.
- Beaumont physicians have the opportunity to use Beaumont Urgent Care as a part of their practice's PCMH requirements; their patients will have the option of a high-quality walk-in visit when their offices are closed or they are unable to schedule an appointment with the patient.
- Physicians have the opportunity to work shifts at Beaumont Urgent Care:

<https://boards.greenhouse.io/beaumont>

Beaumont Urgent Care BY *WellStreet*

WHAT SERVICES WILL BEAUMONT URGENT CARE OFFER?

- single episode, lower acuity care
- cold or flu symptoms
- cuts, bruises and burns
- ear and eye infections
- headaches and migraines
- pulled or strained muscles
- sprains or fractures
- diagnostic testing
- initial injury treatment and screening programs
- flu vaccinations
- screening/drug and alcohol
- EKG, digital x-ray
- lab

WHAT ARE THE HOURS?

Hours vary by site. At a minimum, all sites will be open for 12 hours each day.

HOW WILL BEAUMONT URGENT CARE HANDLE PATIENTS?

- Patients will walk in or reserve a spot online for their time of care.
- Patients will typically be seen and complete their appointment in less than an hour.
- Patient follow-up visit with a primary care doctor will be supported at discharge (appointment or referral).
- The patient will pay via insurance or cash at time of visit.

WHERE WILL THEY BE LOCATED?

30 Detroit metro area locations are planned with seven identified as of February 11, 2019:

- 6900 Orchard Lake Rd, Suite 100, West Bloomfield Township
- 30955 Woodward Avenue, Suite 705, Royal Oak (Woodward Corners by Beaumont)
- 15606 Southfield Rd, Allen Park
- 2078 E. Big Beaver Rd, Troy
- 18700 Mack Avenue, Grosse Pointe Farms
- Haggerty Road, Livonia
- 27810 Grand River Ave, Farmington Hills

Other locations will be acquired or built.



If you have questions, contact Dr. Sessa at bsessa@wellstreet.com.

If you do not yet have a Physician Referral Service profile, please email PRS@beaumont.org with the physician's name, specialty and contact information to begin the process.

To enhance your Find a Doctor profile by adding your portrait, video, professional statement, scope of practice and accepted insurance, please visit the Referral Service/ Video/Photos tab on the provider website: providers.beaumont.org.



For more information, including clinics opening near you, **please visit beaumont.org/urgentcare**.