



URGENT INTERACTIONS



LETTERS TO THE EDITOR

In response to the November 2023 Letter from the Editor in Chief, "Broader Issues Surround Work Note Seeking"

I was completely shocked with the statistics on the potential cost in healthcare for work note visits... What has really shocked me the most is that employers have sent home their employee because "the cough sounded bad" and expected treatment, proof of treatment, and a work note... Employers are seeking guidance for recommendations and regulations ever since COVID-19 as they do not want to be held liable for an outbreak of any kind at their company. My suggestion would be to have more rights as a patient and the freedom on whether they want to seek medical care or provide a note to their employer.... Thanks for a great read.

Miranda Langloss, DNP, FNP-C
Taylorville Urgent Care

I agree that the incentives are complicated... Infectious disease is a straightforward process for the work note because of preventing costs of additional sick workers. I don't think we should view these visits as a sunk cost to urgent care. The economic benefit is achieved by the follow-on visit from the initial walk-in and word of mouth to [fellow] employees. If anything, these could be handled by the nurse practitioner for a high-acuity urgent care environment. If the workplace is making people sick, our public health duty is to shine a light on the problem and assuage the worker.

Steven Bayer, MD
Hwy 53 Urgent Health Care



"Efficient documentation under the updated American Medical Association guidelines for urgent care centers enhances coding accuracy and malpractice protection. Focus on meaningful patient history, relevant exams, and detailed medical decision-making to minimize risk."

— **Jeff Willis, MD**

Author of Charting with Purpose: Precision Strategies for Accurate Coding and Malpractice Defense (page 13)



"Research is an interesting area of medicine and new to urgent care. It's about being curious about why we do things in a particular way and whether things can be done differently and/or better. It's about the evolution of our practice. The key thing in research is to start with 'why.'"

— **Ivan Koay, MD, MBChB, MRCS, FRNZCUC**

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