

URGENT INTERACTIONS



"If you want to thrive, you first have to survive. Take care of yourself." - Joshua W. Russell, MD, MSc, ELS, FCUCM, FACEP **IUCM** Editor in Chief



"We learn best from cases that are neither obvious nor esoteric. We might understand more by studying a case and discovering that we ourselves might have handled a certain patient in that same certain way. It is only by putting ourselves 'in the footsteps' that we can recognize some of the subtleties that allow us to progress from standard of care to excellence in care."

> - Michael Weinstock, MD JUCM Senior Clinical Editor



"Best in class urgent cares accept patients until 7:59 PM because they realize the last 2 or 3 patients of the day make the difference between achieving profitability for the entire day or not."

> - Alan A. Ayers, MBA, MAcc President of Urgent Care Consultants and JUCM Senior Editor



A WORD OF THANKS

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