

Project Narrative



Introduction:

ConvenientMD is a physician practice that offers an affordable and efficient alternative to the Emergency Department with more convenient hours and services that many traditional primary care options. Convenient MD is not an Emergency Room, a surgical center or a specialty or a diagnostic procedure clinic.

ConvenientMD's network of physician practices provides affordable, efficient and convenient healthcare to patients of all ages who require treatment for high-acuity, non-life-threatening illness or injury, including ailments such as colds, coughs, sore throats, ear infections, pinkeye, flue or flu-like symptoms, sprains, strains, fractures and minor lacerations. The practice also provides workers compensation and occupational health services to area employers with an offering that includes pre-employment physicals, breath alcohol testing, DOT physicals and drug testing.

ConvenientMD's offices are open every day of the year – holidays and weekends included – from 8 am to 8pm seven days a week. Most major health insurances are accepted with an average co-pay of under \$25 and neither appointments nor referrals are required. Every patient in the practice is under the care of a board-certified Family Practice or Emergency Medicine physician and the costs are typically five times less than the cost of an Emergency Room visit. The wait time to see a clinical professional in the office averages less than 15 minutes and the Practice strives to have every patient discharged within one hour from the time that they register. ConvenientMD's patients will never be “admitted” or stay overnight.

Patients arrive to the practice under their own power, never by ambulance, and in the rare instance when a patient arrives with a condition that the physicians deem critical, they dial 911 immediately and the physician cares for the patient until the EMT's arrive. The practice has the “crash cart” and defibrillator at the ready; the physicians have the training, experience and the ability to follow emergency protocols to support a critical patient until help arrives.

The physician offices maintain a digital X-ray platform for basic imaging requirements and that are most commonly used to view possible sprains or fractures, but never for treatment of major trauma, compound fractures or any other life-threatening ailment that would be better treated in a hospital. The Physicians do not “set” or cast fractures, and nor do we treat chronic illnesses presented by our patients, but rather they stabilize the patients and refer such injuries or illnesses to the appropriate specialty practice physicians in the area or to a primary care physician, as required, so the patient can receive the appropriate diagnostic procedures. The practice also maintains a small laboratory onsite to support the various types of “rapid” testing that are commonly found in a physician's office (i.e., strep, flue, mono, etc.) and basic phlebotomy. The practice does not use medical gases and the vast majority of the tests ordered by the physicians are sent out to a third party laboratory for interpretation, the results of which are communicated back to the clinical team over a secure electronic system and directly into the Electronic Medical Record platform.

ConvenientMD's physicians order and administer basic medications (Ibuprofen, Tylenol, etc.) and vaccinations required for school, work, travel or following injury (varicella, hepatitis, TDap, etc.), but they do not dispense any medications, nor do they ever maintain narcotics or any kind of addictive, controlled substances on the premises.

ConvenientMD prides itself on being good corporate citizens by sponsoring many local not-for-profits and community events that promote the health and wellness of those who live, study, and work in the area.

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Programming:

CMD undertook a comprehensive assessment of their current facilities to determine the appropriate number of exam rooms and other service components for its projected caseload. This includes:

Quantity	Room Type
8	Exam Rooms
2	Triage Rooms
1	Procedure Room
1	X-Ray Room
1	Lab

Operational Workflow:

Patients are greeted by reception and checked in at the HIPPA window. Patients are then brought to one for the two Triage Rooms where they are assessed for the ailments that brought them in to the facility that day before being brought into a general examination room. All exam rooms are private and additional privacy will be provided with the use of privacy curtains. Where exam rooms have access to daylight and outside view through windows, there will also be operable blinds for privacy. Each patient also has access to a lockable drawer in the room for storage of personal belongings for when they leave the room. Exam rooms are used for blood draw as well as changing rooms for Procedure or X-Ray in lieu of separate facilities, which will be expanded on in their respective waivers. Similarly, the exam rooms assigned to each patient will serve as the area for pre and post procedure care for patients needing imaging or minor procedure services. Reading of X-Rays is done off site, thus the waiver for the reading room requirement. More on the post X-Ray process: Once the Radiological Exam has been completed the exam gets sent to our Pacs system (Teleradiology Specialists, LLC) Patient is escorted back to private exam room, where they wait for results (on average a 15 minute time frame from image interpretation to findings being issued). Radiology technologist confirms exam in Teleradiology, providing history and comparisons. Teleradiology then faxes completed official report to ConvenientMD. Radiology Technologist makes the ordering provider aware of report and has the provider sign and date form acknowledging receipt. Ordering provider then returns to private exam room to report findings Regarding blood collection; Using standard precautions, a specimen is obtained from the patient into a vacutainer collection tube and transported to the laboratory area. Once in the laboratory area, the specimen is placed in a test tube holder and allowed to rest for 10 minutes. During that time, a team member is present with the specimen and is preparing the Sysmex 300XP for usage. After ten minutes, the specimen is prepared for the CBC machine. The specimen is mixed by gentle inversion, ten times. The specimen is then uncapped and placed up to the sample probe on the Sysmex 300XP and the start switch is selected. After the screen displays Analyzing and two audible beeps sound, remove the specimen tube. The specimen is then immediately recapped and disposed of via biohazard waste.

The facility has the appropriate support services as outlined by the FGI Guidelines. Medication will be dispensed from a dedicated Medication Prep. alcove adjacent to the Nurse Station. There is a Soiled Holding room for the temporary storage of soiled materials. Patients are not held for more than 4 hours, so there is no need for a dedicated Nourishment Area. An Environmental Service closet is located in the back core along with a Staff Lounge.