



HonorHealth Celebrates New Dual ER & Urgent Care at Ribbon Cutting Ceremony

The Event Highlighted the Unique Center that Will Provide Care to Patients in Arizona

SURPRISE, Ariz. (May 25, 2022) — To commemorate its new state-of-the-art dual ER and urgent care under one roof health care facility, HonorHealth hosted a ribbon-cutting event on Friday, May 13. HonorHealth Complete Care Surprise is one of the first hybrid ER and urgent care facilities in Arizona. The facility will officially open in June 2022. The center is located at 16577 W. Waddell Road, Surprise, AZ 85388.

Eliminating the need for patients to self-diagnose, avoid treatment or choose between visiting an emergency department or urgent care center, HonorHealth Complete Care Surprise streamlines medical care with a hybrid model system that combines emergent and non-emergent services. When patients visit the facility, an ER-trained physician will examine them to determine the level of care they need. Patients only pay for the level of care they need. The new center offers retail and value-based care, exceptional customer service and reduced wait times to ensure an exceptional patient experience.

HonorHealth Complete Care in Surprise ribbon-cutting event allowed guests to tour the new 12,000 square foot health care facility. Additionally, representatives from HonorHealth, a non-profit organization that focuses on community health care in Phoenix, and [Intuitive Health](#), the leading provider of the dual ER and urgent care model, spoke.

“Intuitive Health’s philosophy is built on a patient-centric perspective where patients are ‘wowed’ at every point in their journey, consistently exceeding their customer service expectations in a dual ER and urgent care environment,” said Thom Herrmann, CEO of Intuitive Health. “We look forward to the opening of HonorHealth Complete Care Surprise to serve patients in Arizona.”

In addition to board-certified ER physicians and emergency trained staff, the new facility features exam rooms, an onsite lab, radiology suite, X-ray and multi-slice CT scanners.

The dual ER and urgent care facility can care for the entire family. The medical team can treat a variety of conditions, including, but not limited to, broken bones, lacerations, respiratory illnesses, seizures, stroke, abdominal pain, cold/flu and more.

For more information about HonorHealth, visit www.honorhealth.com. Visit www.iheruc.com to learn more about Intuitive Health’s dual emergency room and urgent care model.



*HonorHealth and Intuitive Health team celebrating HonorHealth Complete Care Surprise in Arizona
From left to right:*

*Casey Fisher, EVP Operations, Intuitive Health
Councilman Patrick Duffy, City of Surprise, District 3
Raoul Sada, President & CEO, Surprise Chamber of Commerce
Dr. John Neil, EVP, Chief Physician Executive & Network
Strategy Officer, HonorHealth
Ashleigh Gerhardt, VP of Network Operations & Emergency
Services, HonorHealth
Thom Herrmann, CEO, Intuitive Health*

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About HonorHealth

HonorHealth is a non-profit, local community healthcare system serving an area of 1.6 million people in the greater Phoenix area. The network encompasses six acute-care hospitals, an extensive medical group, outpatient surgery centers, a cancer care network, clinical research, medical education, a foundation and community services with approximately 12,800 employees, 3,500 affiliated providers and 3,100 volunteers. HonorHealth was formed by a merger between Scottsdale Healthcare and John C. Lincoln Health Network. HonorHealth's mission is to improve the health and well-being of those we serve.

About Intuitive Health

Founded in 2008, Intuitive Health pioneered the combined emergency room and urgent care model. Intuitive Health partners with established health systems nationwide to build, operate and launch retail health care facilities that provide urgent care and emergency room services under one roof. Intuitive Health operates in partnership with leading health systems across the country, including in the states of Arizona, Arkansas, Delaware, Florida, Kentucky, Indiana, New Mexico, Ohio, Oklahoma, Texas, Virginia and Washington. Intuitive's patient-centric approach to immediate care has saved payors and patients hundreds of millions of dollars in unnecessary emergency care spend. The Intuitive Health model increases market share for partnered health care systems by expanding their footprint with conveniently located centers. For more information, please visit IHERUC.com.