

**Contact:** Jessica Hover  
**Office:** 567-585-0326  
**Cell:** 419-262-0371  
**Web Site:** [www.promedica.org](http://www.promedica.org)

## **ProMedica Announces Partnership with Intuitive Health** *The New ProMedica Toledo Hospital Emergency and Urgent Care will be the First of Its Kind in Northwest Ohio*

**TOLEDO, Ohio, June 29, 2021** – ProMedica has partnered with Dallas-based Intuitive Health to bring the first hybrid emergency room and urgent care clinic to support the growing needs of residents and businesses in northwest Ohio.

Since 2008, Intuitive Health has partnered with established health systems nationwide to build, operate, launch and retain health care facilities that provide urgent care and emergency room services under one roof. The dual emergency and urgent care facilities eliminate the need for patients to self-diagnose the severity of their health concerns before selecting the most appropriate medical center for care. The new patient-centered model is designed to simplify the way patients access immediate, appropriate care while also lowering out-of-pocket costs.

“ProMedica is excited to partner with Intuitive Health to bring the hometown Five-Star services of ProMedica Toledo Hospital closer to home for patients who live or work in the Toledo suburb, Maumee, and the surrounding communities,” said Dawn Buskey, ProMedica president of acute care. “Intuitive Health pioneered the freestanding Emergency Center and Urgent Care model in 2008. Since then, the company has partnered with leading health care systems across the nation to establish and operate freestanding Emergency Center and Urgent Care facilities in 10 major U.S. markets.”

*ProMedica Toledo Hospital Emergency and Urgent Care* will have a full-service ER open 24 hours a day and an urgent care open 7 a.m. to 9 p.m. seven days a week. Each facility is equipped with on-site lab equipment, a radiology suite with X-ray and multi-slice CT scanners, and staffed with board-certified, ER-licensed physicians. The ER physician examines each patient and determines if the appropriate care is emergent or urgent care. Patients are billed accordingly, only paying for the level of care they need, which eliminates unnecessary emergency room visits.

“Health care is changing, and consumers are demanding better service with an emphasis on convenience, safety and value. Our combined Emergency and Urgent Care model provides the convenience and efficiency of a top retailer while delivering the highest level of clinical care and customer service that patients demand. Patients no longer need to plan around their provider's schedule, and they no longer need to self-triage whether they need emergency or urgent care. Instead, they can come to our facility any time of day and receive the right level of care without having to pay more than is appropriate,” said Thom Herrmann, CEO of Intuitive Health. “Over 70% of our patients are treated and billed at the urgent care level.”

The 11,000 square-foot facility is designed to be warm and welcoming with an area designed just for children. Patients can receive care without an appointment, but they have the option to pre-register online if they prefer and can do so. Before treatment even begins, patients are informed whether they will be treated as an urgent care patient or as an emergency room patient, for which additional consent is needed.

For more information about ProMedica, visit [promedica.org](http://promedica.org).  
For more information about Intuitive Health, visit [iheruc.com](http://iheruc.com).

**ProMedica** is a mission-based, not-for-profit health and well-being organization headquartered in Toledo, Ohio. It serves communities in 28 states. The organization offers acute and ambulatory care, an insurance company with a dental plan, and post-acute and academic business lines. The organization has more than 49,000 employees, 12 hospitals, 2,500+ physicians and advanced practice providers with privileges, 1,000+ healthcare providers employed by ProMedica Physicians, a health plan, and 335+ assisted living facilities, skilled nursing centers, memory care communities, outpatient rehabilitation clinics, and hospice and home health care agencies. Driven by its Mission to improve your health and well-being, ProMedica has been nationally recognized for its advocacy programs and efforts to address social determinants of health. For more information about ProMedica, please visit [promedica.org/aboutus](http://promedica.org/aboutus).

#### **Intuitive Health**

Founded in 2008, Intuitive Health partners with established health systems nationwide to build, operate and launch retail healthcare facilities that provide urgent care and emergency room services under one roof. Intuitive Health's patient-centered retail-care model is built on a proven business system focused on concierge-level customer service and transparency. This proven model establishes a cost-effective, more personal and time-efficient way to deliver high-quality medical service at the appropriate cost, which garners long-term patient loyalty. The Intuitive Health model increases market share for partnered health care systems by expanding their footprint with conveniently located centers. Currently, Intuitive Health has 13 open locations in Texas, Florida, New Mexico and Indiana. For more information, please visit [www.iheruc.com](http://www.iheruc.com).

###

