



RIGHT CARE. RIGHT PRICE. RIGHT NOW.

## **Presbyterian Healthcare Services partners with INTuitive Health to introduce 24/7 emergency and urgent care clinics in New Mexico**

**ALBUQUERQUE, N.M.(September 7, 2018)** - Presbyterian Healthcare Services, a national leader in innovative integrated health systems, has announced its partnership with Texas-based INTuitive Health to bring a new venue of care – 24/7 combined emergency and urgent care clinics – to New Mexico.

The four clinics will be designed to simplify how patients access immediate, appropriate care while lowering their out-of-pocket costs. The facilities will be located in typical retail settings and by offering emergency care and urgent care in one facility, patient will no longer have to choose where to go to access the right care in their time of need.

“Patients want convenience, immediate access to care, better customer service and greater transparency into the billing process,” said Thom Herrmann, CEO of INTuitive Health, a company that pioneered the combined emergency care and urgent care model in Texas over 10 years ago and whose facilities now rank in the top 1% of global retailers in customer satisfaction. “Bringing urgent care and emergency care clinics to a new market allows us to meet many of their expectations.”

The new clinics will eliminate the need for patients to decide if their symptoms require a visit to urgent care clinic or an emergency room by providing a location that offers both.

“Across the industry, insurers and providers are trying to help guide consumers to the appropriate level of care. Instead of asking patients to self-diagnose and determine the right venue on their own, Presbyterian and INTuitive saw the opportunity to improve the patients’ experience and decrease their guesswork by creating a single venue with 24/7 access to both services,” said Clay Holderman, executive vice president and chief operating officer, Presbyterian Healthcare Services.

At the walk-in clinics, each patient will be assessed by a clinician and then treated. This approach makes care more affordable by avoiding the higher costs of emergency care if patients require urgent care. The clinics will also offer 24/7 access to urgent care, which is typically only offered through the early evening.

The facilities are expected to open by the end of 2019.

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### **About Presbyterian Healthcare Services**

Presbyterian Healthcare Services exists to improve the health of patients, members and the communities we serve. Presbyterian is a locally owned, not-for-profit healthcare system of eight hospitals, a statewide health plan and a growing multi-specialty medical group. Founded in New Mexico in 1908, it is the state’s largest private employer with more than 11,000 employees.

### **About INTuitive Health**

Founded in 2008, INTuitive Health changed the way patients accessed ER and urgent care services by providing emergency and urgent care services under the same roof, accessed by the same entrance and offered in highly convenient retail locations. INTuitive has built an exceptional customer service model,

with industry-leading satisfaction ratings. Intuitive saves patients, payors and employers millions of dollars each year by eliminating inappropriate emergency room utilization. INTuitive partners with leading health systems nationwide to build, operate, and launch combined ER & UC retail-located healthcare facilities. Please visit [IHERUC.com](http://IHERUC.com) for more information