

Personnel Challenges in Non-Traditional Testing Sites

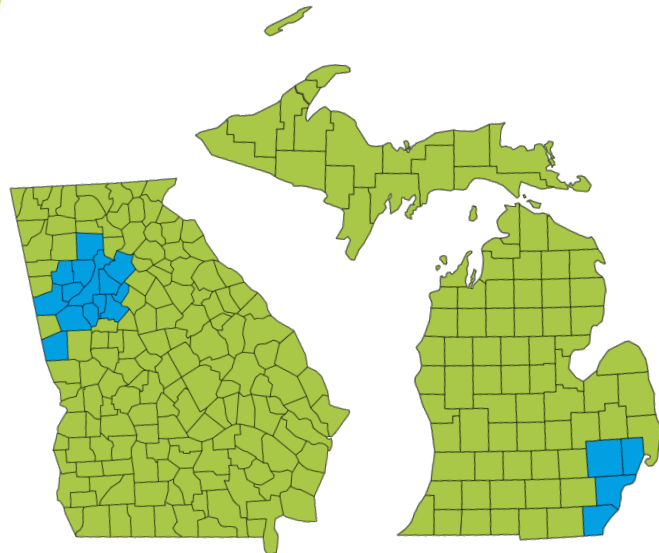


April 13, 2022

WellStreet Urgent Care



70+ Urgent Care Centers
across two states...



Serving our Communities
Through A Variety of Methods



>1.5M

2021 Patient Visits

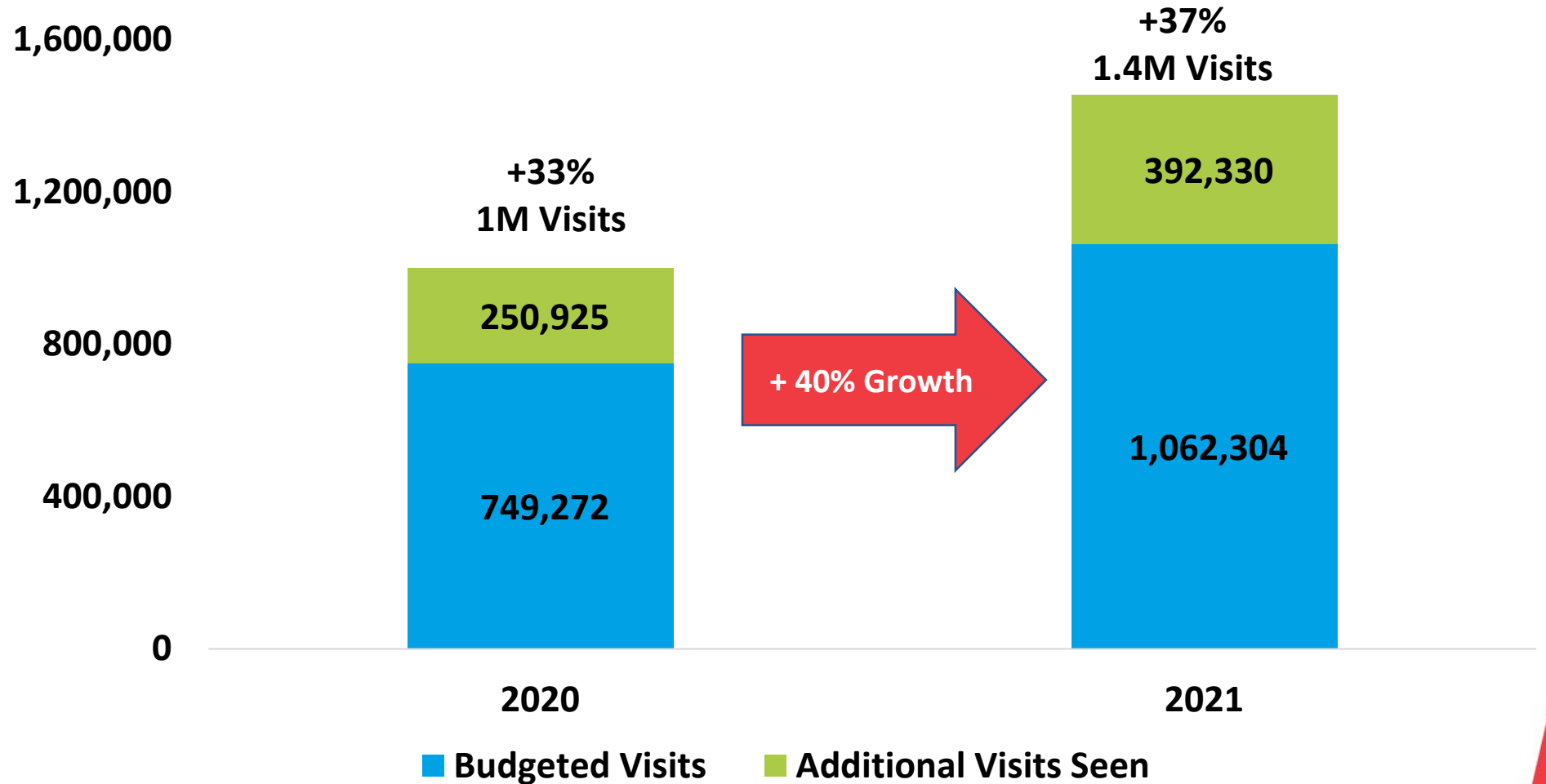
Most locations open 8a-8p, 365
days per year



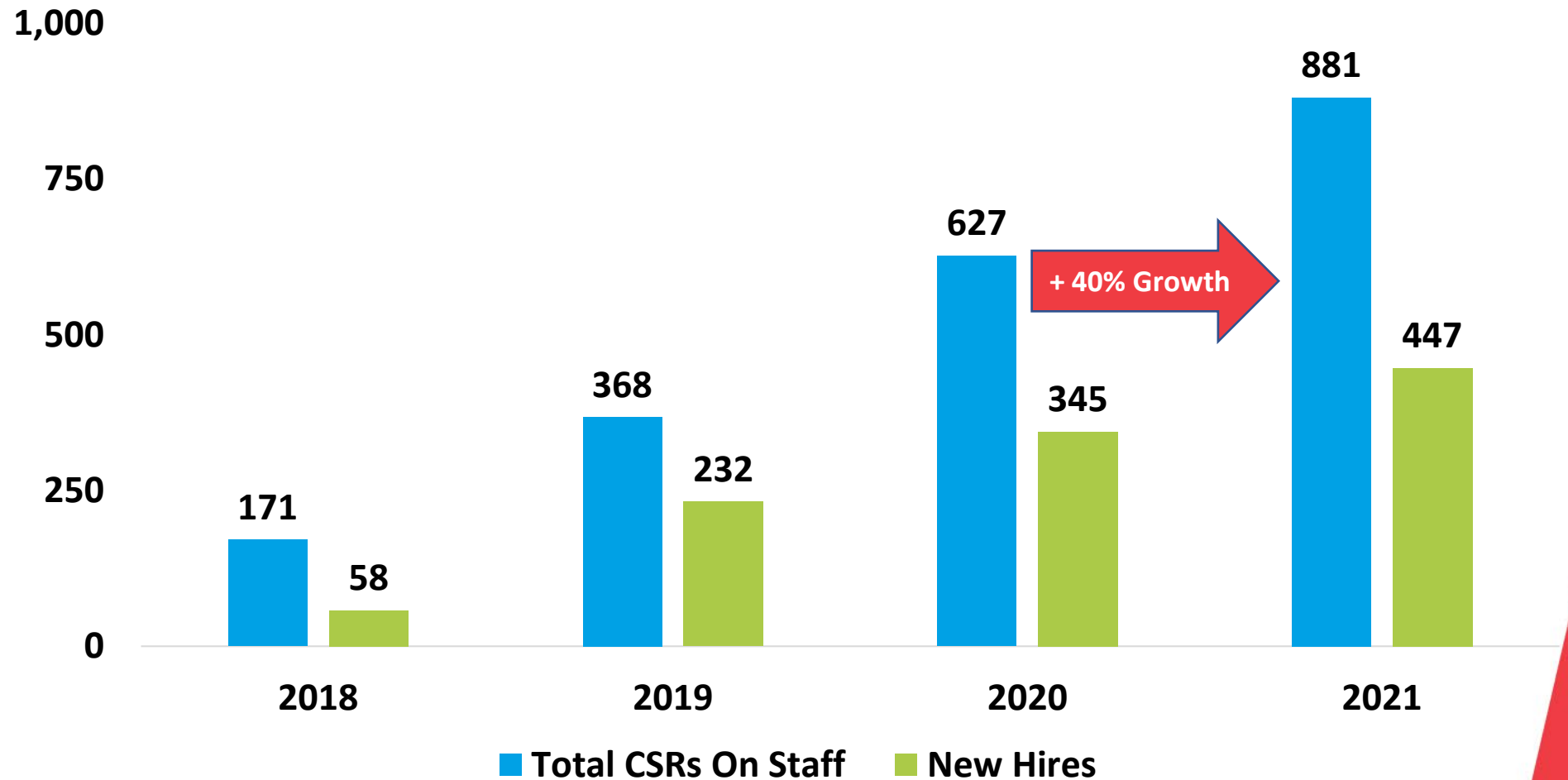
Using a Wide Variety of
Payment Options

Accept all major commercial
insurance plans, Medicare and
Medicaid

Visits Over the Last 2 Years Exceed Budget By +30%



Clinical Support Staffing Increased 40% to Keep Up With Increasing Volumes



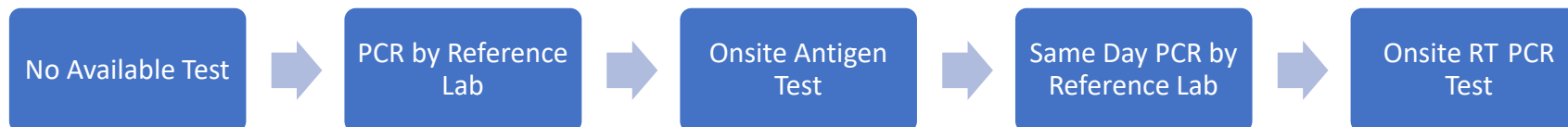
Hiring/Staffing Challenges

- Fewer people interested in healthcare, especially jobs with direct exposure to COVID
- Fluctuations in patient volumes, create challenges never previously experienced in achieving optimal staffing levels
- Team required to work outdoors wearing full PPE with exposure to elements
- Increased wages and added bonuses. Over a two-year period, our average medical assistant hourly rate increased 15%.
- The Great Resignation



Training Challenges

- New hire classes double in size, lack of training resources
- Virtual training utilized early in the pandemic
- New roles created (lab technicians)/clarity on scope of responsibility
- Adoption of new processes



Abuse to Healthcare Workers

- Since start of the pandemic there has been a sharp increase in violence against healthcare workers
- Patient frustrations spill over and are taken out against healthcare workers
- Due to the small size and extended hours most urgent care centers are unable to provide security



Conclusion

- Staffing at all levels continues to be a challenge for urgent care centers
- Urgent care continues to provide a needed service in communities we serve

