

AfterOurs

URGENT CARE HEALTH NEWS

Volume 1, Issue 1

Caring for your health in the middle of the night

AfterOurs Urgent Care offers off-hours relief quickly, economically

Families fret fever, flu, fractures

Our annual “cold” front is arriving right on schedule, along with the joys and spills of such winter sports as skiing, snowboarding and skating.

Sniffles and sore throats

Convenient, competent, cost-effective healthcare in the middle of the night and any other time your doctor’s office isn’t open.

have replaced swimming and suntan stories as primary topics of discussion. Soon, flu and fever will be in full bloom.

Historically, families fretting sickness and injuries have turned to two healthcare providers—their doctor or the emergency department (ED). After hours, non-emergency care decisions often have boiled down to, “Can this wait until the doctor’s office opens

or should we go to the ED?”

Concern and guilt about the “what ifs” of waiting have been weighed against the costly and time-consuming ED option.

It’s this massive middle ground of healthcare that, until now, has not provided sufferers with many choices.

AfterOurs Urgent Care Centers has made the decision much easier. Open during the hours when doctors’ offices are closed, AfterOurs offers non-emergency care at a much lower cost than the ED (average co-pays are \$30 versus \$90; average charges are \$313 versus \$875). Treatment time averages 52 minutes at AfterOurs versus 192 minutes at the ED (ED treatment time estimates

provided by the CDC).

That’s roughly one-third the cost of the ED, and most people are on their way within an hour! No appointment is necessary. Hours are 5 PM-7 AM Monday through Friday, around the clock on weekends and holidays.

AfterOurs provides top-notch care using the latest treatment protocols, and forwards complete treatment records to the patient’s primary care physician for efficient follow-up care.

Most insurance, including Medicare, is accepted.

If you’re not sure about coming in or have questions, feel free to call our Hotline at 303-861-7878. A medical professional will help you determine the best course of action.

Next time you want to get out of the cold, check into AfterOurs Urgent Care.

Conditions treated:

Sprains, strains, fractures; minor burns, accidents, falls; cuts and abrasions requiring stitches; illnesses such as fever, flu, colds; conditions such as sore throat or runny nose; ear, eye, minor infections; minor aches and pains.

In the know: Flu’s clues

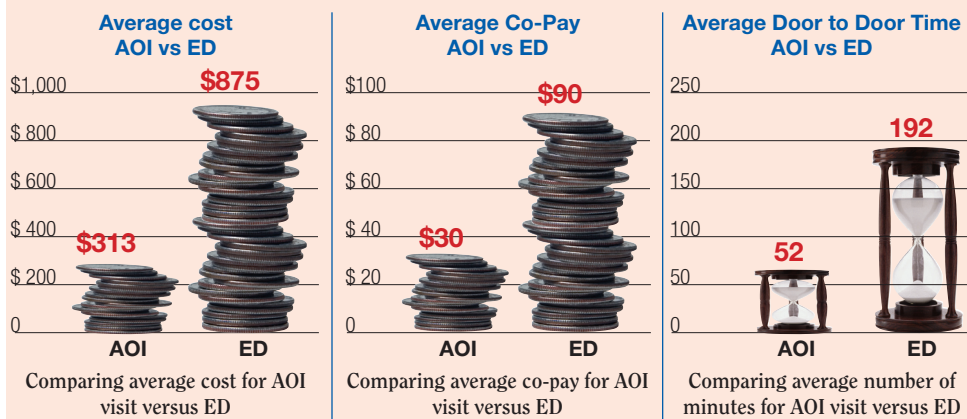
- Symptoms usually appear 1-4 days after flu virus infection, and may include body aches, chills, dry cough, fever, headache, sore throat, stuffy nose.
- Flu almost never causes symptoms in the stomach and intestines. “Stomach flu” is not influenza.
- Typically, fever begins to decline the second or third day of the illness.
- Children are 2-3 times more likely than adults to get sick with the flu—and they frequently spread the virus to others.
- Wash hands frequently with soap and warm water, or an alcohol-based sanitizer to prevent flu.



Sources: www.niaid.nih.gov/factsheets/flu.htm; www.mayoclinic.com

Thank you, doctors!
See “From the CEO” on the back page.

Statistics prove AfterOurs’ cost, time savings versus the emergency department



AfterOurs Urgent Care Centers • 303-861-7878 • afteroursinc.com

Thornton location: 3655 E. 104th Ave., one block west of Colorado Blvd.

Monday-Friday, 5 PM-7 AM • Weekends, 5 PM Friday - 7 AM Monday • Holidays, 5 PM day before to 7 AM day after
Open when your doctor’s office and other urgent care centers are closed

Patients award AfterOurs 3.9 out of possible 4.0 grade point average

Theodore Roosevelt once said, "Far and away the best prize that life offers is the chance to work hard at work worth doing."

We can't think of any more worthwhile work than providing quality patient care. So far, our patients approve.

Overall patient satisfaction with their AfterOurs

experience has been equivalent to a 3.9 grade point average. Of

Commend quality, timeliness of care

42 patient satisfaction surveys recently completed, 37 rated us "excellent" (A), 4 gave us a "good" (B), and 1 respondent didn't score this question. All 42 said they would recommend AfterOurs to others.

Patients also gave AfterOurs a 3.9 approval rating for "meeting and resolving" treatment needs.

Comments revealed a

lack of gripes, rare in today's healthcare environment. When asked how their AfterOurs experience could be improved, responses ranged from "serve cocktails and hors d'oeuvres" to opening clinics in west Denver.

Satisfaction with quality of care also is evident in patient comments. Thornton's Jennifer A. notes, "The care

was awesome. I was in and out within a half-hour. People were extremely friendly, personable, and upbeat."

Florida visitor Karl M. points out, "We were visiting from Ft. Myers, Florida. I had bronchitis and chest congestion, which got worse and worse. We didn't know any doctors and my wife insisted we see somebody. We started calling hospitals, and one of them recommended this clinic. The doctor was exceptionally good. I was very well pleased."

"Very friendly staff, very nice and clean facility. They saw me very quickly," comments Thornton resident Catherine W., who was examined for a possible broken toe. Her husband Fred adds, "I felt the service was excellent and will use them again!"

Couldn't have said it better ourselves. Thanks for your support!



From the CEO

Thank you, doctors!

Your doctor's office by day. AfterOurs by night, weekends and holidays.

It's the perfect healthcare partnership. And thanks to an ever-growing list of physicians referring patients to us, the partnership is providing a 24-hour continuum of care to ever-greater numbers of patients.

Patient feedback forms completed between Sept. 24 and Oct. 4 showed that 26.2% of AfterOurs' patients were referred by a physician. As word spreads about the AfterOurs model, which complements physician practices instead of competing with them, we expect that percentage to increase substantially.

We also appreciate the faith placed in us by physicians who have contracted with AfterOurs to handle on-call responsibilities.

... 93% of patients surveyed rated their AfterOurs doctor "excellent" ...

Again, it's the perfect partnership. Physicians can rest assured that their patients seeking on-call medical assistance will be appropriately evaluated. If needed, the patient can visit AfterOurs right away. In either case, complete discussion and treatment records are forwarded to the patient's primary care physician.

Finally, a big "thank you" to our on-staff physicians and clinicians. From day one, they've demonstrated the best of bedside manner, dedication and professionalism.

This is how healthcare should work!

Jill Flateland

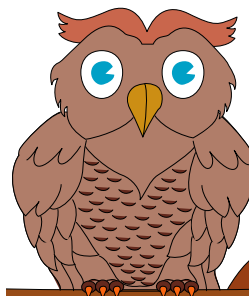
KNIGHT OWL

Make kids' handwashing a habit

It's obvious—perhaps too obvious. Handwashing is one of the best ways for children to avoid illness. Yet, unless it's "automatic," kids will tend to be inconsistent at best. Suggestions to help make handwashing a habit with children:

1. Wash your hands with your children and supervise their washing, so they can model your behavior and learn proper techniques;
2. Place handwashing reminders at children's eye level, such as a chart by the bathroom sink;
3. Make sure your daycare provider promotes sound hygiene. Ask whether children are required to clean their hands throughout the day, not just before meals.
4. Associate handwashing to many common activities including: before eating, after using the bathroom, after touching animals, after nose blowing, coughing or sneezing into your hands, before/after treating wounds or cuts, before/after touching a sick or injured person.

Source: www.mayoclinic.com



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