

# **Southcoast Health Urgent Care Earns Reaccreditation for Commitment to Excellent Care**

“DARTMOUTH, FAIRHAVEN, FALL RIVER, LAKEVILLE, SEEKONK and WAREHAM, Mass. – Southcoast Health announced today that all six of the not-for-profit community health system’s urgent care locations have been reaccredited by the Urgent Care Association (UCA) and received the Accredited Urgent Care designation.

Accreditation is the highest level of distinction that can be earned from the Urgent Care Association and the process is extremely thorough, including site visits, patient visit observations and policy reviews. It is completed every three years to ensure that each location meets the UCA’s standards for service, safety and quality.

“Once again, we are able to demonstrate our commitment to providing high quality and comprehensive care across the South Coast region,” says Renee Clark, Executive Vice President and Chief Operations Officer of Southcoast Health. “We are grateful for our outstanding urgent care team that demonstrates an unwavering commitment to our community by providing this exceptional care seven days a week.”



*Southcoast Health photo.*

Southcoast Health Urgent Care offers patients convenient non-emergency care and are equipped with X-ray and laboratory services. These facilities are open to the public and patients seen are not required to have a Southcoast Health primary care provider. In response to the uptick in seasonal illnesses, the Fairhaven Urgent Care recently extended its hours until 10pm, Monday through Friday, until March 12, 2024.

In addition to the reaccreditation, Southcoast Health earned special recognition for following UCA best practices, including Lab QC documentation and Inbox lab resulting process and special commendation for the Antibiotic Stewardship Program.

“These achievements exemplify our commitment to providing our

patients with exceptional care and service when they need us most,” says Marc Gardner, Executive Director of Urgent Care Services. “I want to thank the urgent care providers, staff and collaborating Southcoast Health departments for their diligent preparation and attention to detail throughout this process. Each of our urgent care locations serve as an essential resource for our community. Earning this recognition would not be possible without the continued effort of our amazing clinical team.”

For added convenience, patients seeking urgent care services can wait in the comfort of their own home until it is their turn to be seen through the online check-in system. Visitors can find the closest center and its current wait time, and even save a spot in line before arriving.

Additionally, backed by the specialty services and resources of Southcoast Health, the new Book-It process allows urgent care patients to book a follow-up appointment with select specialists without a referral from a primary care provider before leaving their visit.

To learn more about Southcoast Health Urgent Care, please visit: [Urgent Care MA & RI | Find Your Nearest Urgent Care | Southcoast Health](#).

### **About Southcoast Health**

*Founded in 1996, Southcoast Health serves communities across southeastern Massachusetts and Rhode Island as the largest provider of primary and specialty care in the region. The not-for-profit, charitable system includes three acute care hospitals – Charlton Memorial in Fall River, St. Luke’s in New Bedford (a Level II Trauma Center), and Tobey in Wareham, Massachusetts with a physician network of more than 675 providers.*

The system has established more than 55 service locations across the South Coast of Massachusetts and Rhode Island,

including six urgent care locations, a Visiting Nurse Association, the Southcoast Health Cancer Center, the region's only Level II Adult Trauma Center and numerous ancillary facilities.

Southcoast Health has been recognized consecutively for five years in a row as a Newsweek's World's Best Hospital from 2019-2023 and named a Maternity Care Access Hospital for 2023-2024 by U.S. News & World Report. The organization was recognized as the best place to work for the sixth consecutive year by Southcoast Media Group's community choice awards.

With upward of 7,500 employees, Southcoast Health is the largest employer in southeastern Massachusetts, and one of the largest employers in the Commonwealth, according to the Boston Business Journal. More information is available online at [www.southcoast.org](http://www.southcoast.org)."