

Testimony in Support of HB 3221

Chair Nosse, Vice-Chairs Javadi and Nelson, and Members of the Committee,

Valley Immediate Care is a trusted healthcare provider serving Southern Oregon communities with high-quality, accessible, and timely medical care. Since our founding, we have been dedicated to offering compassionate and comprehensive services to meet the urgent healthcare needs of our patients. As a cornerstone of urgent care in our region, we are committed to ensuring transparency and trust for every patient we serve.

HB 3221 addresses a critical issue facing healthcare consumers in our state—the need for clarity and transparency in how facilities define and advertise themselves as urgent care centers.

Urgent care facilities serve as a vital link in the healthcare continuum, offering timely and accessible care for patients with immediate, non-life-threatening conditions. However, the lack of a standardized definition for urgent care facilities has led to significant confusion and frustration for patients. Currently, there is nothing preventing facilities from advertising themselves as urgent care centers, even if they fail to offer the services that patients reasonably expect, such as on-site x-rays or diagnostic imaging.

To illustrate this concern, consider a scenario that is unfortunately becoming more common across our state: a person falls and suspects they may have broken a bone. They make the logical decision to seek care at the nearest urgent care facility, expecting an examination and the ability to confirm their injury with an x-ray. However, after beginning treatment, they discover that the facility lacks on-site imaging capabilities and are referred elsewhere. This not only delays care but also increases costs, frustration, and stress for patients—especially in moments when they are most vulnerable.

This bill is essential because it establishes clear definitions and standards for what constitutes an urgent care facility. By doing so, it ensures that healthcare consumers have accurate information and can make informed decisions about where to seek care. Transparency is key to maintaining trust between patients and providers and to upholding the integrity of our healthcare system.

Valley Immediate Care supports this legislation as a step toward ensuring that all urgent care facilities meet baseline standards for services, improving the patient experience, and reducing unnecessary delays in treatment. Patients deserve to know that when they seek care at an urgent care facility, they will receive the services they expect.

We urge your support of this important legislation to protect consumers and enhance the quality of healthcare delivery in our state.

Sincerely,

Brent Kell
CEO, Valley Immediate Care