LIST OF KEY INFORMANTS

Through professional relationships of the author, we approached these individuals and set up the interviews. The interviews were done by phone between January and March of 2013, and lasted between 45 to 90 minutes, using structured open-ended questions developed by the author (below).

Lee Resnick, M.D., Chief Operating Officer/Chief Medical Officer WellStreet Urgent Care-Atlanta, Georgia
Tom Pasuzzi, M.D., President MD urgent Care, MD Urgent Care-Albuquerque, New Mexico
Stephen Lazzari, Director, Fast Care Development, Bellin Health- Green Bay, Wisconsin
Webster Golinkin, Chief Executive Officer, RediClinic- Houston, Texas
Kevin Palattao, Vice President of HealthPartners Clinics & Virtuwell, Health Partners/virtuwell- Minneapolis, Minnesota
Lauren Cates, Senior Vice President of Market Development & Operational Planning Presbyterian Health System- Albuquerque, New Mexico
Stephen Jones, Vice President of Carolinas Physician Network, Carolinas Health System- Charlotte, North Carolina
Tammy Mallow, Corporate Director of Urgent Care, The Schumacher Group- Lafayette, Louisiana
Mark Clayton, Senior Vice President of Business Development, St. Davids’ HealthCare- Austin, Texas
William Rice, M.D., Senior vice president of clinical innovation/Co-founder, St. Davids’ HealthCare / White Glove – Austin, Texas
Ateev Mehrotra, M.D., Lecturer/ Affiliated Adjunct Staff; Professor, Pardee RAND Graduate School, Harvard Medical School- Boston, Massachusetts /Pardee RAND Graduate School, Santa Monica, California

Questions:

1. Tell me a bit about yourself, your background, how did you get involved in (urgent care, retail clinics, worksite clinics, online clinics)?
2. Tell me about your organization, when was it founded, how large is it?
3. What are some the major challenges faced by your clinic(s)?
4. What do you do to insure quality of care?
5. Who are your main customers?
6. What do you do to keep costs down?
7. How much do you charge per visit?
8. What are your expectation/forecasts for growth for your clinic(s)? for the field itself?
9. What do you think the implications of the Affordable Care Act will be on your organization? On the field?
10. What do you think the implications of the primary care physician shortage will be on your organization? On the field?
11. Are there any resources you can share?
12. Any other comments?