



**FOR IMMEDIATE RELEASE**

## **Baptist Health Care Expands Urgent Care Clinic to Include ER Services at Nine Mile**

**PENSACOLA, Fla. (Aug. 24, 2022)** – Baptist Health Care is expanding the urgent care clinic at Baptist Medical Park – Nine Mile to include emergency room services.

Baptist Emergency Room & Urgent Care – Nine Mile represents a partnership Baptist forged with Texas-based Intuitive Health several years ago to bring the first combined ER and urgent care clinic in Florida to Navarre. These hybrid clinics offer a full-service emergency room and an urgent care clinic under one roof. Customer service scores have reflected the success of the innovative approach to delivering the appropriate level of care based on the severity of a patient’s symptoms.

“We’re delighted to bring this innovative service to the Nine Mile community,” said Brett Aldridge, senior vice president of strategy and business development, Baptist Health Care. “The success of the Baptist Emergency Room & Urgent Care – Navarre has proven that this model of care offers an improved patient experience by providing a full range of urgent and emergency care services appropriate to each patient’s individual needs.”

The combined ER and urgent care clinic eliminates the need for patients to determine for themselves the level of care their symptoms require. Upon arrival, patients are assessed by a clinician to determine whether they need urgent or emergent care. They are then treated through the appropriate care path. This approach can help patients avoid the higher costs of unnecessary emergency care while also providing ER services for those who need them.

“Patients around the country have higher expectations of customer service and efficiency of care, and we have seen that with the success of the Navarre combined ER and urgent care,” said David Apple, chief marketing officer, Intuitive Health. “The Baptist Health Care brand is one the residents of Northwest Florida trust, and we are excited to expand our partnership footprint to offer this exceptional model of care to this community.”

Baptist Emergency Room & Urgent Care – Nine Mile will be open 24 hours a day, seven days a week and staffed with emergency medicine-trained physicians, advanced practice providers and nurses.

Services currently provided at Baptist Medical Park – Nine Mile include urgent care, primary care, internal medicine, Andrews Institute for Orthopaedics & Sports Medicine and many other services. All services will continue uninterrupted as the building is transformed. Construction is expected to be completed in fall 2023.

For more information, visit [ebaptisthealthcare.org](http://ebaptisthealthcare.org).

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#### *About Baptist Health Care*

*Baptist Health Care is a not-for-profit health care organization based in Northwest Florida that is committed to helping people throughout life's journey. The organization is a proud member of the Mayo Clinic Care Network. Baptist continuously strives to be a national leader in quality and service. Baptist Health Care includes three hospitals, four medical parks, Andrews Institute for Orthopaedics & Sports Medicine and a large network of primary care and specialty physicians. Baptist Health Care is one of the largest non-governmental employers in Northwest Florida.*

*Baptist Health Care • Baptist Hospital • Gulf Breeze Hospital • Jay Hospital • Baptist Medical Parks Airport, Nine Mile, Navarre and Pace • Andrews Institute • Baptist Medical Group • Baptist Heart & Vascular Institute • Baptist Health Care Foundation • Mayo Clinic Care Network*

#### *About Intuitive Health*

*Founded in 2008, Intuitive Health changed the way patients accessed ER and urgent care by providing emergency and urgent care under the same roof, accessed by the same entrance and offered in highly convenient retail locations. Intuitive has built an exceptional customer service model, with industry-leading satisfaction ratings. Intuitive saves patients, payors and employers millions of dollars each year by eliminating inappropriate emergency room utilization. Intuitive partners with leading health systems nationwide to build, operate, and launch combined ER & UC retail-located facilities. Please visit [IHERUC.com](http://IHERUC.com) for more information.*