

# East Orlando's New Face of Health Care

Bridging the gap between primary physicians and emergency rooms, **The miniER Adult and Pediatric Urgent Care Center** aims to deliver East Orlando residents a better way of health care.

By Nancy Colling | Photos by Catchlight-Studios.com

Medical problems seldom happen at convenient times. The scenarios vary, but the problem is the same. A weekend basketball player twists his ankle shooting hoops on Saturday afternoon. A mom wonders if her toddler might need a strep test, but the pediatrician's office is closed. A restaurant worker accidentally slices a finger during the lunch rush.

Until now, anyone faced with a medical situation that wasn't an emergency—but still required medical care—had two choices: a trip to the closest emergency room or a visit to the local urgent care center, which often means hours of waiting, not to mention the expense. Hospital charges can add up quickly, and patients needing services beyond the level their urgent care center can provide could still find themselves referred to an emergency room or specialist for treatment, even with non-threatening conditions, which results in higher costs and more wasted time.

Business partners **Bucky Boaz**, ARNP, and **Dr. Brantley Molpus** saw patients dealing with problems like these for years in the emergency room and wanted to do something about it. This month, they will open **The miniER Adult and Pediatric Urgent Care Center** to give East Orlando residents a faster, more convenient and moderately priced alternative.

And who better to do it than these two dedicated medical

professionals? Boaz spent eight years in both emergency medicine and orthopaedic trauma, eventually designing and teaching a course on common emergency room (ER) procedures to other nurse practitioners. After graduating with honors from the USF College of Medicine, Dr. Molpus completed his emergency medicine residency at the Level I Trauma Center of Orlando Regional Healthcare and has worked as an emergency department physician since 1996. Boaz and Dr. Molpus' medical experience has made them experts in dealing with severe health issues, but they knew that quick, accurate and affordable care for patients with lesser, yet still important, medical issues was decidedly lacking.

"We believe there's a better way to deliver health care than we have now," Boaz says. "At The miniER, we bridge the gap between a patient's primary physician and the local emergency department."

## ER Quality, Concierge Service

Boaz says that The miniER's vision is to "fill the void" for patients who perhaps can't get an appointment with their primary care doctor but still need to be seen in a timely manner. All providers are either trained in emergency medicine or have extensive emergency room experience, allowing them to evaluate and treat a wider range of medical issues at their facility than can be handled at most urgent care facilities.

It is important to note that The miniER is not a free-standing emergency room. Anyone with a life threatening condition should always seek treatment at their nearest emergency room when conditions such as chest pain, stroke symptoms or significant trauma arise.

But as Dr. Molpus points out, the fact that The miniER staff can provide the quality of care of an emergency room with a concierge medicine service orientation results in a win-win proposition for the patient as well as the health care community. Reducing non-emergency cases in the local ER enhances the hospital's ability to handle more serious matters and more appropriately utilize resources. Likewise, administering quality care to patients who are unable to see their primary care physician provides valuable support to both doctor and patient.

Combining a higher level of care a patient typically receives from an urgent care facility with excellent patient service, Boaz

and Dr. Molpus have designed a truly innovative approach to health care. "We are looking to change how health care is delivered in the urgent care industry," says Dr. Molpus. "By working with physicians, specialists and major managed care organizations, we believe there's a better way to deliver health care than we are seeing right now."

## The miniER Environment for You

In addition to the quality of care, Dr. Molpus identifies several factors the miniER patients will appreciate. First is the facility. "No one wants to be sick or injured, but when that time comes, everyone wants a health care environment that is clean, professional and aesthetically pleasing. It definitely says something about the providers," he says.

Recognizing that both the doctor and patients' time are important, The miniER is also instituting an online check-in system, which will allow patients to register on the web site from their home, then receive a phone call 20 minutes before their room is available—a huge timesaver for busy professionals or a parent with a sick child.

As hands-on directors of the center, Boaz and Dr. Molpus have the flexibility to assess how they are meeting their patients' needs and quickly make adjustments—whether it's expanding office hours or eventually switching from a patient pay system to working with insurance providers. Dr. Molpus adds, "Bucky and I have hand-picked an exceptional staff, each with top-notch customer service skills and our shared vision of health care delivery. The MiniER physicians and non-physician providers reflect this as well, all having exemplary training and experience."

Both men are fully dedicated to the project and will attend to the details required to make sure the facility is open and serving patients this month. Their location in Waterford Lakes will serve

the booming East Orlando community, which is also home to Boaz and his family. To further demonstrate their community commitment, the men established The miniER Foundation, a not-for-profit organization that partners with local businesses and residents to improve quality of life issues for underprivileged residents of the area.

For East Orlando residents, the opening of The miniER represents the new face of health care, and to those in his home community, Boaz adds this welcome: "We're here when you need us." ■

## Did You Know?

The miniER provides the following services:

- Preventive medicine
- Adult and pediatric urgent care
- Hearing tests
- Moderately complex laboratory
- Splints/casting
- Physical therapy (coming soon)
- Digital X-ray
- Corporate and occupational medicine
- Onsite prescription filling
- Pulmonary function testing
- EKG
- Comprehensive referral network for sub-specialists



Brantley Molpus, MD



Bucky Boaz, ARNP-BC



Jason Carter, PA



Cheri Baur  
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David Briones, MD



Cindy French, Director  
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 **The miniER**<sup>SM</sup>  
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