

MOBILE URGENT CARE

OPERATIONAL AGREEMENT

(CEO – Medical Director – Nurse Practitioner – Licensed Clinical Social Worker – Qualified Professional – Medical Technician – Stabilization Specialist)

Effective Date: December 1, 2025

Organization Name: Mobile Urgent Care

Prepared For: Internal Operating Governance

1. PURPOSE

This Operational Agreement establishes the roles, responsibilities, operational standards, and collaborative expectations between the CEO, Medical Director, Nurse Practitioner (NP), Licensed Clinical Social Worker (LCSW), Qualified Professional (QP), Medical Technician, and Stabilization Specialist working within Mobile Urgent Care (MUC).

This Agreement ensures that all services are operated in compliance with:

- **NC DHHS Clinical Coverage Policies**
 - **CMS Medicare Conditions of Participation**
 - **NC Medical Board & NC Nursing Board regulations**
 - **HIPAA Privacy & Security Rules**
 - **42 CFR Part 2 (when applicable)**
 - **NC Medicaid Program Integrity requirements**
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2. MISSION

Mobile Urgent Care's mission is to **bring accessible, convenient, community-based medical and behavioral health services directly to individuals**, especially those encountering barriers to traditional care.

3. SERVICES COVERED UNDER THIS AGREEMENT

Mobile Urgent Care provides the following services:

A. Urgent Care Services

- Screenings for hypertension, diabetes, and chronic conditions
- Evaluation and management of general non-emergent health concerns
- Vital signs monitoring and health status assessments

B. Vaccination Services

- Adult and pediatric immunizations
- Compliance with NC Immunization Program (NCIR)

C. Consultation Services

- Assessment of common illnesses and minor injuries
- Provision of prescriptions within licensure scope
- Telehealth follow-ups when appropriate

D. Specialized Community Behavioral Health Services

- Mental health screenings
- Substance use assessments
- Crisis intervention and stabilization
- Referrals to appropriate behavioral health providers

E. Wellness & Harm-Reduction Services

- Preventative wellness screenings
- Mental health check-ins
- Distribution of harm-reduction supplies (consistent with NC DHHS Harm Reduction policies)

4. OPERATIONAL PRINCIPLES

4.1 Accessibility

Mobile Urgent Care brings healthcare directly to individuals with:

- Limited mobility

- Transportation barriers
- Rural or medically underserved locations
- Communication or disability barriers

4.2 Convenience

- Walk-in availability
- Same-day appointments
- On-site mobile assessment, treatment, and referral capability

4.3 Community Outreach

- Engagement with underserved and vulnerable populations
- Deployment during public health crises
- Collaboration with community partners and health departments

4.4 Care Coordination

- Reports and summaries shared with a patient's Primary Care Provider (PCP) **with signed patient consent**
- Avoidance of duplicative care
- Ensuring continuity of care

5. ROLES & RESPONSIBILITIES

5.1 Chief Executive Officer (CEO)

The CEO oversees all administrative, financial, and operational functions.

Responsibilities

1. Ensure compliance with federal and state regulations.
2. Oversee staffing, credentialing, and performance evaluations.
3. Execute financial oversight, budgeting, and contract management.
4. Ensure proper insurance coverage, licensing, and audits.

5. Maintain MUC's mission of accessibility, community outreach, and quality care.
 6. Oversee partnerships with public health agencies, community organizations, hospitals, and MCOs.
 7. Respond to complaints, compliance issues, and risk management concerns.
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5.2 Medical Director

The Medical Director provides clinical oversight and ensures safe and compliant care delivery.

Responsibilities

1. Oversee all medical protocols, standing orders, scope-of-practice definitions, and clinical pathways.
 2. Supervise Nurse Practitioners, Medical Technicians, and Stabilization Specialists as required.
 3. Review charts for quality, accuracy, and clinical appropriateness.
 4. Provide consultation on urgent care cases when clinically indicated.
 5. Ensure vaccine handling, storage, and NCIR documentation compliance.
 6. Lead emergency response policies and medical risk management.
 7. Ensure compliance with NC Medical Board regulations.
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5.3 Nurse Practitioner (NP)

The NP provides direct clinical care, assessments, and treatment.

Responsibilities

1. Perform urgent care screenings, assessments, and E/M services.
2. Provide immunizations, wound care, minor injury treatments, and medication management.
3. Prescribe medications within the NP licensure scope.
4. Provide consultations for minor acute illnesses.

5. Document all services in the EHR in accordance with NC Medicaid requirements.
 6. Coordinate care with PCPs upon patient consent.
 7. Provide clinical supervision for Medical Technicians as delegated by the Medical Director.
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5.4 Licensed Clinical Social Worker (LCSW)

The LCSW delivers mental health and behavioral health services.

Responsibilities

1. Conduct mental health screenings (PHQ-9, GAD-7, C-SSRS).
 2. Provide brief therapy, crisis intervention, and stabilization.
 3. Complete psychosocial assessments for behavioral health needs.
 4. Coordinate referrals to long-term mental health services.
 5. Provide support for harm-reduction initiatives.
 6. Document behavioral health encounters according to 42 CFR Part 2 (when applicable).
 7. Coordinate warm hand-offs to Mobile Crisis Teams as necessary.
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5.5 Qualified Professional (QP)

The QP provides behavioral health support within the NC DHHS definitions.

Responsibilities

1. Assist with behavioral health screenings and follow-ups.
 2. Provide supportive counseling and case management.
 3. Assist with coordination of care, referrals, and community resources.
 4. Document all interactions in compliance with NC Medicaid rules.
 5. Support the LCSW and NP in patient engagement.
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5.6 Medical Technician

The Medical Technician provides direct clinical support.

Responsibilities

1. Assist with vital signs, point-of-care testing, and patient preparation.
 2. Assist NP with urgent care procedures and vaccinations.
 3. Manage inventory, equipment, and mobile unit readiness.
 4. Maintain secure handling of medications and supplies.
 5. Uphold infection control and safety protocols.
 6. Document support actions as allowed under scope of practice.
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5.7 Stabilization Specialist

The Stabilization Specialist provides support to individuals experiencing behavioral or emotional crisis.

Responsibilities

1. Assist in de-escalation and crisis stabilization.
 2. Provide safety monitoring and supportive interventions.
 3. Facilitate harm-reduction education and supply distribution.
 4. Assist with coordinating warm hand-offs to crisis or behavioral health services.
 5. Maintain documentation of all interactions.
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6. COMPLIANCE REQUIREMENTS

All staff agree to abide by:

- HIPAA Privacy and Security rules
- NC Medicaid/CMS program integrity rules
- Fraud, Waste, and Abuse prevention standards
- Organizational Code of Conduct
- Background and credentialing requirements

- Ethical and professional standards
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7. COMMUNICATION & CARE COORDINATION

Staff agree to:

1. Communicate relevant information to the Medical Director or CEO regarding patient safety, quality concerns, or operational needs.
 2. Share clinical summaries with authorized PCPs and specialists **with patient consent**.
 3. Participate in care team meetings, training, and quality improvement initiatives.
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8. ACCOUNTABILITY & PERFORMANCE

Staff must:

1. Complete documentation within required timeframes.
 2. Maintain active licenses and certifications.
 3. Participate in audits and quality reviews.
 4. Follow all protocols and procedures established by MUC.
 5. Report any safety issues, breaches, or compliance concerns immediately.
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9. TERM, MODIFICATION, AND TERMINATION

Term

This Agreement remains in effect unless replaced or terminated.

Modification

May be amended in writing and signed by the CEO and Medical Director.

Termination

Any party may terminate with written notice per organization policy.

Immediate termination may occur for:

- Gross misconduct

- Loss of licensure
 - Violation of laws or HIPAA
 - Endangering patient safety
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