

Amy Zhang

January 25th, 2017

Independent Study and Mentorship

Evidence of Learning Assessment #1

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Subject: Visiting a Pediatric Urgent Care Clinic

Source(s):

Research interview experience on December 13th

Pediatric Urgent Care Center of North Texas,

11550 Legacy Drive, Suite #420

Frisco, TX 75034

Analysis:

For my first evidence of learning assessment, I wanted to focus on primary learning and experiences that I witnessed firsthand that have affected my understanding of pediatrics as an aspect of my journey through ISM so far. An experience that really opened my eyes was the atmosphere at one of the clinics I went to for my fifth research interview in December.

The thing that stood out the most to me in my visit to the urgent care center was the timing that I had visited. My first research interview was actually with a pediatric nurse

practitioner at the same clinic, and my interview was scheduled for 7:00 pm. In contrast, this visit had been on a weekday at 3:00 pm, which was the opening time for the clinic. Something that was interesting to me was the vastly different office atmospheres at these two times of day. Later in the evening, there was the occasional patient that came through the clinic. However, when I visited at the opening time, there was a completely full waiting room and the doctors in the office were working nonstop to accommodate the needs of each and every patient. Especially in an urgent care center with walk-in patients and no pre-scheduled visits, the timing of day really determined how busy the clinic would be.

Something else I noticed on my visit was the set-up of the waiting room. I compared the Pediatric Urgent Care Center of North Texas waiting room decor and set-up with that of Dr. Kumar's pediatric office waiting room as well as Dr. Mee Yung Knapp's joint-office pediatric waiting room. The layout and color scheme of the room made such a difference in the atmosphere of each clinic. Some aspects of the waiting room in Pediatric Urgent Care Center of North Texas that I felt were essential to creating a welcoming and child-centered atmosphere were multiple TV screens playing childrens' movies and shows, a corner with toys and games for children who were waiting, and direct access through a window to the receptionist. As I went through the process of developing my original work, which was a business plan to create a pediatric urgent care clinic in Frisco, I took into consideration these small details like waiting room decor because I knew that these aspects were what set apart great patient experiences from average patient experiences.

My firsthand experiences at the Pediatric Urgent Care Center of North Texas allowed me to see the actual operations and dynamics of the clinic on a regular day, as opposed to reading articles online and learning through other people's experiences.

When it came time to create my own business plan, I found these experiences extremely beneficial to the process, as I was able to envision every aspect of the business plan as it related to my visit there. I learned so much from my brief visit to this clinic and will use this knowledge to frame my future experiences throughout ISM as I delve deeper into the business aspect of Pediatrics and begin the process of creating my final product to highlight everything I have learned this year under the mentorship of Dr. Gary Gerlacher!