

Submitter: Shannon Nelson
On Behalf Of:
Committee: House Committee On Health Care
Measure, Appointment or Topic: HB4107
To: Members of the House Committee on Healthcare
Re: Support for HB 4107
From: Shannon Nelson

Dear Chair Nosse, Vice-Chairs Diehl and Nelson, and Members of the Committee,

My name is Shannon Nelson, and I live in Eugene. I'm writing to voice my strong support for HB 4107, a bill that brings long-overdue transparency and accountability to the growing world of urgent care centers.

In Oregon, we regulate hospitals. We license clinics. We require providers across the spectrum to meet baseline standards of care and reporting. But somehow, urgent care centers—where families go in moments of stress, pain, and fear—remain largely unregulated. That gap has consequences.

Families often arrive at these centers expecting continuity of care, proper reporting, and some assurance that the same ethical and quality standards applied elsewhere in healthcare apply here. HB 4107 doesn't overreach—it simply ensures urgent care centers are brought under the same basic public expectations we place on similar health facilities.

This legislation is especially important for families who rely on urgent care as their primary access point to the healthcare system. These are often working parents, people without regular providers, or individuals managing complex health needs with limited time or transportation. When these centers don't coordinate with broader systems of care, people fall through the cracks. Records are lost. Diagnoses are delayed. Follow-up never happens.

As someone who supports a partner involved in crisis response, I've seen firsthand what happens when people get lost between the gaps. When families have nowhere to turn at 8 p.m. on a Friday. When a young person walks out of a clinic without follow-up, because the system doesn't require it. When fragmented care leads to tragic outcomes.

HB 4107 is not just about regulation—it's about equity. It says that whether you're walking into an urgent care on the edge of town or a large hospital downtown, you

should be able to expect a certain standard of care. It ensures these centers are part of the healthcare system, not just adjacent to it.

Please pass HB 4107 and help close this gap. Oregon's families—and the people who care for them—deserve it.

Sincerely,

Shannon Nelson
Eugene, Oregon