



Chair Patterson, Vice Chair Hayden and Members of the Committee,

I am writing in strong support of House Bill 4107A, which establishes clear, common-sense standards for urgent care centers operating in Oregon.

As the Chief Executive Officer of Valley Immediate Care, a multi-site urgent care organization serving communities across Southern Oregon, I have seen firsthand how variability in urgent care definitions, staffing models, and advertised services can create confusion for patients and strain downstream health system partners. HB 4107A provides an important framework to ensure that when a facility presents itself as an “urgent care center,” the public can reasonably expect a consistent baseline of services, transparency, and clinical oversight.

The bill’s requirements for publicly posting hours of operation, accepted payers, available services, diagnostic capabilities, and provider types promote informed patient decision-making and reduce inappropriate utilization of emergency departments. Equally important, the requirement for at least one licensed health care provider on site during operating hours—while allowing limited telemedicine flexibility during true emergencies—strikes a pragmatic balance between access and safety.

From an operational perspective, Valley Immediate Care already meets or exceeds the standards outlined in HB 4107A. We believe these provisions will help level the playing field, discourage misleading marketing practices, and reinforce public trust in urgent care as a reliable and appropriate setting for episodic, non-emergent care.

HB 4107A supports patients, communities, and health systems alike by clarifying what urgent care is—and what it is not. For these reasons, I respectfully urge your support of this important legislation.

Sincerely,

Brent Kell

Chief Executive Officer, Valley Immediate Care