

In May of 2014, Lori Ayala opened A+ Urgent Care with a vision of introducing the power of choice when it came to same-day, affordable medical care. Recent business developments under the A+ name may soon present even more choice to residents of Elko and surrounding communities when it comes to quality care.

“When a person’s health is at stake, having little choice in treatment can create unnecessary worry and suffering. Waiting is not a reasonable option,” says Ayala. But waiting, resorting to a costly emergency room visit, or even traveling out of town for assistance were some of the limiting options that inspired her to open the A+ Urgent Care clinic nearly two years ago.

Thousands of satisfied customers and multiple Readers’ Choice awards later, A+ Urgent Care has become a trusted resource for those with minor, non-life-threatening health issues by providing prompt, convenient care. Uninsured customers as well as those with insurance who can’t get in to see their primary care provider right away can equally be treated. Businesses can send their employees to the clinic for on-the-job injuries, physicals, drug screens, and other occupational services.

But there is still a fundamental need that Ayala sees as unmet. “A number of customers at our clinic do not have a primary care provider, especially those who are on Medicare and Medicaid,” she explains.

In response to the continuing call for choice driven by local demand, Ayala again has focused her vision by creating a broader range of service offerings under a more comprehensive business name, “A+ Total Care”. A+ Total Care will integrate urgent care, occupational medicine, and a new, much-needed service under one roof at the clinic’s current 976 Mountain City Highway location in Elko.

“We will be introducing primary care services under “A+ Family Care” in March of this year,” announces Ayala. She explains that opening a primary care option at the clinic will play a significant role in providing a regional, unified health solution under the A+ Total Care name.

In addition to urgent care, occupational services, and convenient on-site radiology and lab, A+ has also added independent specialists in physical therapy, bariatric surgery, behavioral health, and orthopedic care who will comprise the A+ Total Care interdisciplinary team.

“Our expansion into an integrated clinic under the description of A+ Total Care better communicates the seamless experience we can offer customers in providing ongoing care,” says Ayala. Listening and being attentive to customers has been key to Ayala’s success. Providing a welcoming, caring environment for patients has won overwhelming support from the local community who has observed the A+ promise of “Treating you like family” firsthand.

JB Allen, PA-C, exemplifies this core value of A+ providers in sharing, “If you treat every single patient like you would want your family to be treated, you can never go wrong in medicine.” JB, along with Karen Wright, MD, who’s been with A+ from the beginning, are just a few of the friendly, professional staff who will continue to deliver A+ service in caring for the whole person.