



Fort Bend County Podcasts

Podcast Episode 33- Urgent Care Vs Primary Care

February 27, 2025

Gina: Welcome to this week's Benefit Detective Podcast. I'm Gina.

Wendy: And I'm Wendy and joining us today is Doctor Tai with our Fort Bend County Employee Health and Wellness Clinic administered by Concentra. ****doorbell****

Gina: Hey there, Doctor Tai. Welcome.

Dr. Tai: Thank you. You know, it's great to be here.

Gina: Yes. Thank you for coming. We know you are very busy. But before we start, can you tell us a little bit about yourself?

Dr. Tai: Sure. So, I've been with Concentra for thirteen plus years. My home base is Las Vegas, Nevada.

Gina: Oh!

Dr. Tai: So come and visit. You'll have a great time. And some of my hobbies, I love to cook. Of course, if you cook, you eat. ****everyone laughing**** And you know, really look forward to supporting the Fort Bend County population.

Gina: Well, we're glad to have you here. So, thank you for coming.

Wendy: Doctor. Tai, can you tell us the difference in urgent care and primary care?

Dr. Tai: Yes. Absolutely. So primary care really references chronic disease management such as diabetes, elevated blood pressures, high cholesterol, asthma, weight management, and any long term, health conditions that require several visits, sometimes lasting months to years to resolve. And urgent care, those are more acute episodic issues that tend to take a few days to no more than a few weeks to resolve. Such as upper respiratory infections and items like flu, sore throat, cough, sinus infection, urinary tract infections, nausea, vomiting, headaches. Again, short term duration, a few visits while completely, recover.

Gina: So, Doctor Tai, on that note, so urgent care versus primary care physician, visits. So urgent care is more like when you develop a fever in the middle of the night, or you wake up with a sore throat or your kid's running fever or whatever versus a primary care where I just need a simple refill, or I ran out of medication. How does one need or when does one need to schedule an appointment?

Dr. Tai: Yes. Very good point. So, what you were saying the first set of medical conditions is what we call more urgent care. And those are very appropriate for walking visits. You know, walking, we're called a



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clinic, there's appointment. But the second type, primary care, again, you know, the chronic disease management, we talked about diabetes, high blood pressure, high cholesterol, etcetera. Along with also wellness exams, your annual, you know, well male, well female exams, obesity management, stress management, any medication refills, and also any kind of, personal health immunizations or lab work. Those really, really should be scheduled appointments in order for the clinician and the clinic to allow for dedicated time. And that will also ensure you receive the appropriate, not just time, but, you know, clinical review to address each concern appropriately and will ensure a comprehensive evaluation, for your long-term conditions.

Gina: Good to know. Good information.

Wendy: So, Doctor Tai, here there's some programs offered, at the clinic. Can you tell us more about them?

Dr. Tai: Yes. So, to begin with, it is never too late to quit smoking or tobacco use. Join the center smoking cessation program. It is a continuous ongoing program enrollment, twelve weeks duration, but we can extend or tailor to individual needs. And initial visit is in clinic, in person visit with follow-up weekly in clinic or virtual telephonic depending on your convenience. The Center for Disease Control and American Cancer Society smoking cessation programs guidelines are followed. And you meet with the same clinician for the program duration like I mentioned, and also mental behavioral health referrals as needed, with your EAP to further enhance program effectiveness.

Dr. Tai: Number two, I want to give you update on our dietitian. Some of you have met Rebecca. She is relocating to another state due to her husband's job after this month, so after February. But don't worry. For those who are currently enrolled in our on-site weight management program, you will still be in good hands, and your care will be transitioned to one of the center clinicians. And for those of you who have not tried our weight management program, please consider. It's a wonderful program. We've launched at 10 of our centers very successful.

Gina: Yay! That's so good to hear.

Wendy: Yes. I understand my chart is up and running. Can you tell us how it works and when to use it?

Dr. Tai: Yes. Some of you might already be familiar with MyChart from some of your other clinicians. It's a wonderful tool, and we will have a QR code at the clinic, for you to scan for access to MyChart setting it up. But everybody should have already received, if not, please call the clinic, a link via your work email invite to MyChart. And once you use that link, you can change to your personal email as the main correspondence. And through MyChart, you can do online scheduling. You can review your labs. You can even communicate. Send a quick text email to your clinician, and they will respond to you anywhere from 24-72 hours depending on the criticality of your e-mail. So again, it's a great app, super simple to use. And if you have any questions about it or need someone to help you, please stop by the clinic.



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Gina: Alright. Good to know on that as well. Again, if you would like to make an appointment, you can always call the clinic as well and that phone number is (281) 633-7750. The clinic hours are Monday through Friday from 7AM to 6PM and on Saturdays from 8AM to 4PM.

Gina: Thank you, Doctor. Tai, for joining us this week.

Dr. Tai: Yes. Thank you for having me. And again, looking forward to really helping Fort Bend County's population become healthier.

Gina: Well, we're glad that you're here. Well, that's a wrap for this week's Benefit Detective Podcast. I'm Gina.

Wendy: And I'm Wendy. So, stay tuned, for our next podcast, which is released every other Thursday.

Gina: And remember, the Benefit Detectives are here to help.