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TeamHealth Medical Call Center Awarded Third Consecutive URAC Health Call Center Accreditation

(KNOXVILLE, Tenn.) July 7, 2009 – TeamHealth Medical Call Center (THMCC), a division of TeamHealth, has received its third Health Care Call Center certificate of full accreditation from URAC, a Washington, D.C.-based healthcare accrediting organization that establishes quality standards for the health care industry.

THMCC provides comprehensive medical call center services including nurse triage, customer/member services for health insurance providers, outbound clinical call campaigns and physician referral/class scheduling. By earning the URAC accreditation, THMCC demonstrates its commitment to quality services and a dedication to continually improve business processes through benchmarking against nationally recognized standards.

“By applying for and receiving healthcare call center accreditation, THMCC has demonstrated a commitment to quality healthcare,” said Alan P. Spielman, URAC president and CEO. “Quality healthcare is crucial to our nation’s welfare, and it is important to have organizations that are willing to measure themselves against national standards.”

"We are proud to be awarded our third consecutive URAC accreditation." said Alan Taylor, senior vice president of operations for THMCC. "Obtaining accreditation from URAC signifies our commitment to delivering the highest quality medical advice and referrals based on gold standard clinical guidelines."

About URAC

URAC, an independent, nonprofit organization, is well-known as a leader in promoting healthcare quality through its accreditation and certification programs. URAC offers a wide range of quality benchmarking programs and services that keep pace with the rapid changes in the health care system, and provide a symbol of excellence for organizations to validate their commitment to

quality and accountability. Through its broad-based governance structure and an inclusive standards development process, URAC strives to ensure that all stakeholders are represented in establishing meaningful quality measures for the entire health care industry. For more information, visit www.urac.org.

About TeamHealth

Founded in 1979, TeamHealth is headquartered in Knoxville, Tennessee, and is affiliated with approximately 6,200 healthcare professionals who provide emergency medicine, hospital medicine, radiology, teleradiology, urgent care, and pediatric staffing and management services to approximately 550 civilian and military hospitals, clinics, and physician groups in 46 states. More information is available at www.teamhealth.com or 800.818.1498.

THMCC provides 24/7 medical call center services to enhance patient satisfaction of hospitals, physician groups, managed care organizations and student health organizations on a national level. More information is available at www.thmedicalcallcenter.com or 888.203.1118.

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