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*One thing I have been asking folks is: how did you get into medicine? How did you get into Pediatrics? And how did you get interested in Pediatric Urgent Care?*

**Dr. Santos:** I think I've always sort of been interested in medicine in general, back since I was a kid. Mostly I always liked the idea of the science background, and (my dad was actually an educator and an outdoor educator) and environmental science. And I always really liked the science background, and really just gravitated towards working with people and medicine gives us an amazing opportunity to be able to combine, sort of, that science and the art of medicine. Getting it to Pediatrics, specifically, was more just working working with kids. Kids are so much more fun to work with than adults, and so I've always just enjoyed working with the pediatric population. And going through residency, I liked that ability to sort of impact a patient and a family in a short amount of time, but very significantly. And that's what drew me to the urgent care world, where we have that ability -- and challenge -- to be able to build a bond with a family and a patient over the course of a few minutes, to gain their trust and be able to help treat somebody. And generally, it's sort of a more immediate time. I'm not somebody that, um, I tend to so I think that pace in the the world of urgent care has really worked well for me. And it's actually been the only thing I've been involved in professionally. Right out of residency, I started with Urgent Care and that's what I've stayed with for the past eight years.

*And now you're the Medical Director?*

**Dr. Santos:** I am. I started out as the Medical Director at one of our sites, our Urgent Care sites. And then more recently, I've been named the Medical Director over our entire Urgent Care, which sort of came about as we start reorganizing and restructuring are Urgent Care System across the Children's Hospital of Colorado organization.

*One of the things I noted at the conference was the expansion, just the growth of urgent care pretty much in every market.*

**Dr. Santos:** Yeah, certainly. That's kind of what makes Urgent Care an amazing field to be in right now, with all that growth and opportunity out there. And you know both at the local level, at Children's Hospital of Colorado, I've been a part of that as we're expanding our Urgent Care system, sort of redefining it, and then hearing about it through, you know multiple other organizations about what they're doing. It's a pretty amazing time. But also a really challenging time, I feel like, because of the quick growth that's going on and not a lot of standardization and regulation yet. You know, just as an example, for our Children's Hospital System here in Colorado, I was given the task to go ahead and create a med list for our Urgent Care. And the directions were simply, "Well have the meds that are available at Urgent Cares," and there's not really a list of what meds are available at Urgent Cares or should be available at Urgent Cares across the country.

And so everybody is sort of taking an opportunity to find things for themselves, which is great, but I think it leads to a lot of challenges on the national level and confusion from families and providers about what Urgent Care truly is.

*And that kind of brings us to the role of SPUC. How do you see it?*

**Dr. Santos:** I think that's where SPUC has an amazing opportunity, being so focused just on pediatric urgent care, and an amazing voice for for what Urgent Care is currently and what it can be going forward. The educational conferences that they have been putting on, SPUC has been putting on, have been amazing, I think. Really well-attended, really well-received. And I sort of see a sort of natural progression on the education side, from stuff like continuing medical education for current providers-- I know there's a lot of discussion about fellowship development and standardization along that route - and then, perhaps even licensing capabilities as well, getting Urgent Cares to recognize that there is a uniqueness to the Pediatric Urgent Care and how to separate them out. And SPUC can have a role in that, I would see as well.

*You should have covered my next question, which includes: what kinds of projects in general would you see in your position in your position on the board if you were elected to the board of SPUC?*

**Dr. Santos:** I think that does kind of tie in a little bit. I think, not having been involved with the SPUC at the board level yet I'm not entirely sure what all of the objectives are but certainly, like I said, but I do see education as being a big role for them, perhaps licensing standardization stuff as well. And the other thing that I will freely admit as well is that I am currently the chair of the American Academy of Pediatrics Subcommittee on Urgent Care. And I think the two organizations have had a bond and work well together and I anticipate to continue working well together. There's, as you've already mentioned, we talked about there's a lot going on in Urgent Care; there's a lot of growth; there's a lot of work to be done and I think being able to offer the opportunity for a collaborative work and effort between multiple groups is going to be really key and important for us going forward.