

# *De-Escalation Techniques in Urgent Care*

presented by

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**ZOOM (Contact Activity Coordinator for information)**

**Learning Objectives:** *As a result of participating in this Live Activity, participants should be able to:*

- 1 review current best practice recommendations for diagnosing complaints from patients in urgent care.*
- 2 discuss currently recommend treatments for urgent care complaints*
- 3 refer urgent care patients for specialty care as indicated*

**Accreditation Statement:** In support of improving patient care, Hartford HealthCare is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

**Credit Designation Statement:** Hartford Healthcare designates this Live Activity for 0.50 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should only claim credit commensurate with their participation. This activity is approved for 0.50 ANCC contact hour(s).

**Financial Disclosures:**

- C. Scott Sonntag, LCSW : Nothing to disclose - 03/25/2025

