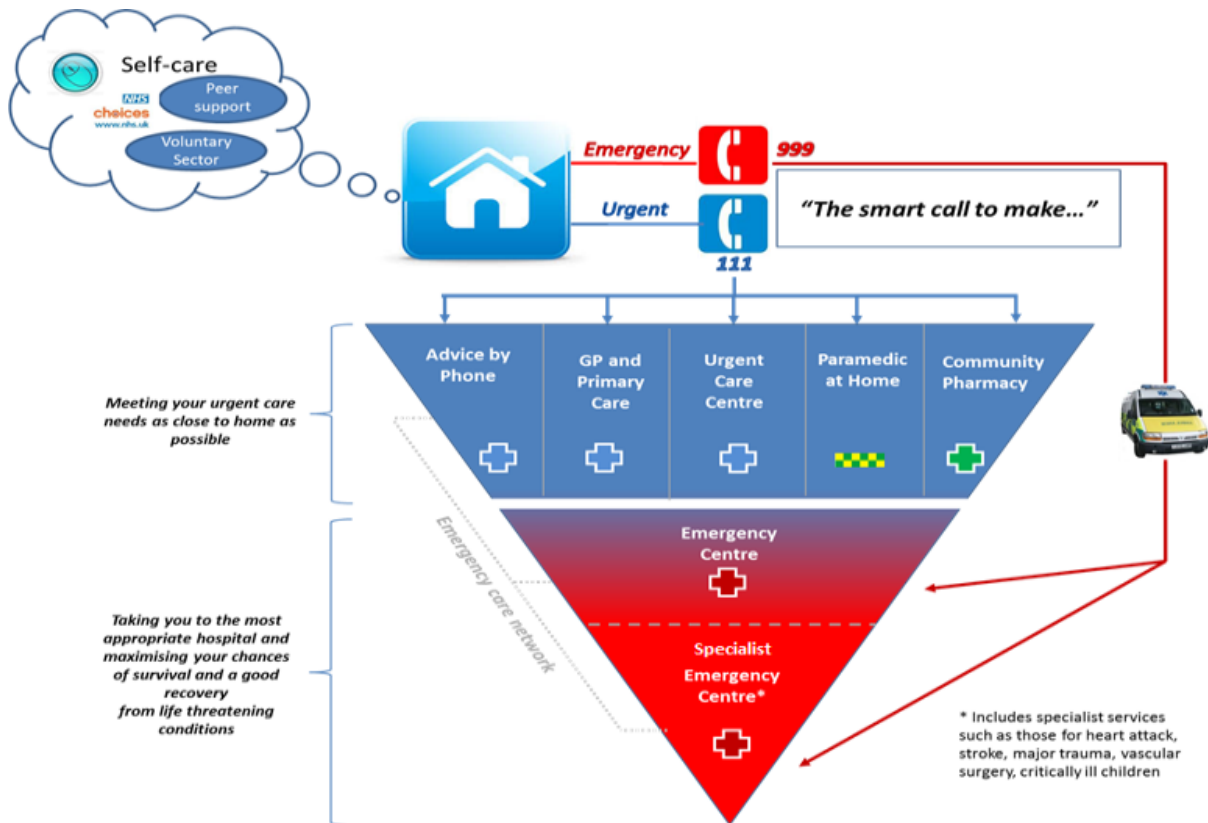


OVERVIEW OF THE VANGUARD MODEL



The term 'click, call or come in' highlights the need to manage the majority of urgent care needs in the community. The use of expensive hospital services is deemed to be the last resort and reserved for those patients with life threatening conditions.

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